Complete Time Tracking

Complete Time Tracking Professional v3.12 User Manual

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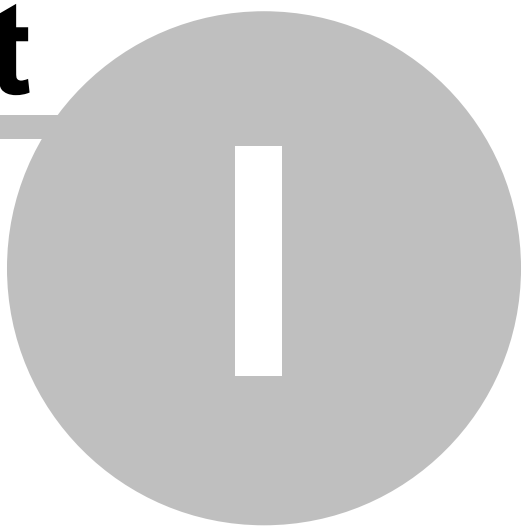
Part



1 Introduction

1.1 Welcome

Welcome to Complete Time Tracking Professional

Complete Time Tracking Professional is an advanced time tracking application that enables multiple users to track time to a central database using automatic time recording and manual time entry and allocate their time to user-defined categories, such as customers, projects and tasks.

Security access can be controlled for each user. At its most simple level general users can track and generate summary and detailed reports on their own time entries whereas managers can view and generate reports for the time entries of all users. Security access can be controlled for more than 40 functions.

Complete Time Tracking Professional can be run as a fully-functional 30-day trial for evaluation purposes and also comes with a 30-day unconditional money-back guarantee from the date of purchase. See the Purchasing section below for more information.

Getting Started
See the Getting Started section for information on configuring and using Complete Time Tracking Professional.

System Requirements
See the System Requirements section for details on the minimum computer requirements to use Complete Time Tracking Professional.

Purchasing

You may evaluate Complete Time Tracking Professional for 30 days. After that period you must purchase Complete Time Tracking Professional or discontinue using it.

To purchase Complete Time Tracking Professional select **Purchase Online** from the Help menu. If your 30 day evaluation period has expired you will be presented with an evaluation expired notice when starting Complete Time Tracking Professional. You can purchase by selecting the Buy Now button.

A licence for Complete Time Tracking Professional must be purchased for each user. Substantial discounts are provided for multi-user purchases. You can purchase additional user licenses at any time.

For more information see the Purchasing and Licensing section.

See also:
System Requirements
Purchasing
Complete Time Tracking Overview
Getting Started

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1.2 Getting Help

You can access the help documentation in Complete Time Tracking Professional in several ways:

- Select Contents from the Help menu.
- Click the Help button available on most windows to receive help for the functions in that window.
- Press the F1 key to display help for the current window.

Topic links within the help documentation allow you to quickly jump to a related topic. To use the help documentation you do not need to be connected to the Internet, however in some places you are given the opportunity to browse to a web page on the Internet via web links.To use them you will need to be connected to the Internet.

The documentation is organized into related chapters. You can also search for particular help topics using the index, or use the search function to search for topics by keyword.

PDF Manual
The help documentation distributed with Complete Time Tracking Professional is also packaged as a professional user manual in Adobe PDF format, complete with contents, hyperlinks, page thumbnails, and a comprehensive index. The manual can be read electronically or printed to produce a hardcopy manual.

To view the User Manual select User Manual from the Help menu in Complete Time Tracking or select User Manual from the Complete Time Tracking Professional program group on the Windows Start menu.

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Part

2 About Complete Time Tracking

2.1 Overview

What Is Complete Time Tracking Professional?

Complete Time Tracking Professional is an advanced time tracking product that provides functionality to record time and allocate it to particular user-defined categories, such as customers, projects and tasks. It can be used by one or more users who log in and connect to the central database across the network. Time entries can be recorded automatically, entered manually, or a combination of both used (depending on the preferred work-flow and the nature of the work). Users can be granted or denied access to more than 40 separate functions.

Time tracking is known by several names including time entry, time recording, time clock, time card, time attendance, time sheet entry and time keeping. Regardless of the terminology Complete Time Tracking Professional is the perfect solution.

Benefits

- Produce weekly time-sheets **with ease**.
- See exactly **where** you are spending your time.
- **Accelerate** employee productivity.
- Bill customers **with confidence**. Set hourly rates for defined categories. Provide your customers with a detailed or summary report of the time spent on projects and tasks.
- Track time **easily** and automatically.
- **Improve** project management.
- **Increase** time estimation accuracy.
- Accountability of staff time.
- Easy to manage central database for all users.
- **Shared** categories for all users.
- Ability to **restrict** access to more than 40 actions for each user.
- **Easy** access to a complete history of work performed.
- Flexible management reporting.

Complete Time Tracking Professional is extremely easy to use and its powerful time tracking abilities allow you to see exactly where employees are spending their time and facilitate customer billing by calculating time costs based on hourly rates.

Features

- **Easily record time** automatically, enter time manually, or use a combination of the two.
- **See at a glance**: the current customer, project and task (or any category that you are working on), the start time, duration, hourly rate and amount earned, and total time recorded on the current day.
- Track time by **user-defined flexible categories** and any level of sub categories.
- Add notes to time entries to **keep a history** of what the time was spent on.
- **Tag** time entries, users and categories with user-defined values to filter and group in reports.
- **Detect idle time** and prompt how it should be handled.
- Set **budgets**, **quotes** and **estimates** for cost and charge amounts and times and compare to actual amounts.
- Record **progress and completion** of categories. When a category is completed it can be optionally automatically hidden from selection.
- **Immediate access** to the time tracking window without obscuring other applications using unique auto-hide at screen edge functionality.
- Advanced **reporting on summaries and detail** across flexible time periods and broken down by category, date and user. Many report formats are included.
- Reports can be **displayed and printed** and **the formatted report can be saved** in PDF, HTML,

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Microsoft Excel, RTF, Text, or WMF formats for archiving, emailing or inclusion with other reports.
- **Report data can be exported** in HTML, Text, CSV, Microsoft Word*, Microsoft Excel, or XML format for publishing to the Web or integration with other software.
- **Detailed online help** and user manual.
- And much more!

* Requires Microsoft Word to be installed on your computer.

Feedback

We welcome any feedback that you may have about Complete Time Tracking Professional. Many of the features and functionality have been designed based on customer feedback.

HOW-TO
Providing Feedback
1. Select Send Feedback from the Help menu in Complete Time Tracking.
2. Fill out our quick online feedback form.

2.2 What's New

Check For Updates
To check if you are using the latest version of Complete Time Tracking Professional select Check For Updates from the Help menu.

27-Jan-2012 v3.12
Fixes
- Category selection menu was popping up automatically for single click time tracking even if the window was behind other applications.
- Report buttons remained disabled if a report group title was selected.
- Updated default database to latest version so that automatic upgrade is not required on first use.
- Increase the permitted difference between the client and server system time when synchronizing offline changes.

22-Dec-2011 v3.11
New Features
- Starting Complete Time Tracking and entering the server and username details can now be automated using URL links in the following format:
  cttp://server/login?u=username
  The ?u=username component is optional. These URL's can be created as clickable hyperlinks in documents and HTML formatted emails, entered in the Start, Run command box or the address bar in Windows Explorer and most browsers. The server URL is displayed when the Server software is installed and in the Server Manager tool to allow it to be easily copied and distributed to users.

Enhancements
- Optional single click time tracking. Popup category selection menu on the main tracking window automatically appears when the mouse cursor is positioned over the category links.
- Increased database performance through improved index statistics.
- Configurable support logging.

Fixes
- Upgrade of existing offline database caused unnecessary changes in synchronization.
- Allow program continuation if unexpected errors are encountered during offline time entry synchronization.
- Fixed subtotals in the Details by Category report.
- Better error handling when entering invalid values in the time entries list on the Edit Time Entries screen.
- Workaround for the problem with the default Windows regional settings such as the date and

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currency format starting with Windows Vista.

13-May-2011 v3.1

New Features

- Project management with time estimate, quote / charge estimate, set budget, and target and actual completion dates.
- New reports: Project Status, Project Risk (over budget, quote or time vs. progress). Only categories marked with "Report project status" will be included in the reports.
- Users, categories and time entries may now be tagged with one or more free-form text tags. This allows a kind of categorization or grouping and can be used as a search filter in reports and the Edit Time Entries window. For example users can be tagged by job function, location or employment type. Categories can be tagged by priority, team, system or task type (such as "phone" or "meeting") as a kind of cross-categorization. Time entries can be tagged by status or any other number of specific types.
- Added search to the Edit Time Entries window. The search can be performed by date range, category, user, time entry notes, or by user, category or time entry tags (include or exclude).
- Reports can now be filtered by time entry notes, or by user, category or time entry tags (include or exclude).
- New reports: Summary by User Tag, Detail by User Tag
- Multi-select users in Edit Time Entries window and reports.
- New Database Script data export tool that can be used to extract data from the database directly using SQL like script commands or perform routine maintenance such as purge old audit trail records. The tool is command line or configuration file driven and can be run as a scheduled task. A configuration editor is also provided.
- Database scripts can be run from the Server Manager tool.
- Database users for external reporting and data export can now be maintained from the Server Manager tool.
- Time entries can now be automatically locked after a given number of days or prior to a specified date. A new security action has been added to allow specific users to override the lock.
- The user's password can be remembered to avoid the need to enter it each time when logging in. When set the user is automatically logged in. This makes the Professional edition easier to use when there is only one user (single license).
- Custom time entry rounding up, down or nearest number of minutes or hours. e.g. Round up to 15 minute or 0.1 hour intervals.
- New reports: Summary by Category Tag, Detail by Category Tag
- New reports: Summary by Time Entry Tag, Detail by Time Entry Tag
- Option to automatically split time entries across midnight making it easy to apportion the time to the correct date for reports.
- The previously selected category can now be easily re-selected on the main tracking window making it easy to temporarily switch to a different category and back to the original.
- New categories can be added from the category selection menus on the main window and idle time prompt window.

Enhancements

- Added two user defined fields to users. The name of the fields is customizable.
- Added two external reference fields to categories to assist with integration with other systems when exporting data or using direct database access.
- Added an external reference field to users to assist with integration with other systems when exporting data or using direct database access.
- Added several text formatting and mathematical functions to the database for use in direct database access reports and data export.
- Pre-fill database name "default" when creating the first database in the Server Manager.
- Display the login server text when setting database name in the Server Manager.
- Allow database server start/stop in the Server Manager when there are no databases.
- Allow all users to run database queries in the debugging tool when working offline.
- Improved load speed of the User Configuration window when there are a large number of users.
- The selected user in User Configuration and selected users in Edit Time Entries and Reports are now remembered.
- Several selections and configuration options are now stored separately for each database

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making working with mutliple databases easier.
- New Configure System Options security action to allow users other than the System Administrator to configure system options.
- Cost amounts can now be shown on several summary reports and included in most summary and detail report data exports.
- New Run Database Scripts security action to allow users other than the System Administrator to run database scripts in the debugging window (under the direction of Complete Time Tracking support staff).
- Individual database files not created from a backup can be restored using a special restore mode in the Server Manager tool and the database name and ID can be specified.
- The database ID for selected database in Server Manager can be copied to the clipboard.
- The database version is now stored with audit trail data to help with backwards compatibility.
- Added "All" date range to reports.
- Time entry notes can now be optionally included in all detail reports.
- Sub-categories can now be optionally displayed in separate columns in the report view and data export.
- Added two user defined fields to categories. The name of the fields is customizable.
- Greatly improved the speed when expanding categories in the category tree on the Category Configuration, Edit Time Entries and Reports windows.
- Greatly improved the speed of reports for customers with a large number of categories greater than three levels deep.
- Improved the speed of all data loading and saving.
- Improved the speed of database upgrades from version 2 to version 3.
- A popup hint for the top category on the main tracking window displays all parent categories. This is useful when selecting deeply nested categories to see which higher level parent categories are selected.
- If the timer is active and the control key is held when a category is selected on the main tracking window a time entry is not created. The category is simply changed to the new category and the timer is not interrupted. This is useful to change an incorrectly selected category.
- Allow a manually rounded duration of zero to "cancel out" time entries.
- The time entry details can now be edited from the idle time prompt window.
- The date can now be specified when manually entering the time to start or end the time entry on the idle time prompt window.
- The main tracking window can be made partially transparent.
- Show the currency next to hourly rate fields.
- Changes to the category charge rate take effect immediately if that category is currently selected.
- Changes to the user charge and cost rate take effect immediately.
- Changes to the charge rate source take effect immediately.
- All text fields now have a right-click text editing menu.
- Several minor usability improvements.

Fixes
- When a new user was created but the creation was canceled an attempt was made to save the users security actions.
- Only allow users to modify the start/end time in the idle time prompt window if the Modify Automatic Time Entry Start Time security action is set.
- Fixed synchronization in offline time tracking when a new parent category is created offline, a new sub-category for it is created offline and then the new parent category is updated.
- Improved detection of changes in the time entry list in the Edit Time Entries window.
- Improved retention of percent complete of categories when time entries are added or modified from the Edit Time Entries window.
- Use rounded durations in Full Details report.
- Change durations displayed in Edit Time Entries window to match the rounding used in reports.
- Fix showing of gaps in Edit Time Entries when two time entries have the same start time.
- When sorting categories by code a secondary sort is done by description to correctly sort them when the codes are indentical or blank.
- Fixed focus controls for shortcut keys.
- Fixed mouse cursor for duration current/today on main window.

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- Fix inability to select time entries on the Edit Time Entry window when only edited time entries are displayed.

11-Jun-2010 v3.07

Enhancements

- Display the program version number on the login window.

Fixes

- Fixed synchronization in offline time tracking when a category is created offline and there are sub-categories or time entries for it.
- When offline the incorrect "last notes" for the selected category were retrieved if there were offline time entries added for the category.
- Improved compatibility of Client software running under Wine on Linux.
- Use the separate Server Manager tool instead of the in-built server status window on Windows 7 and Windows Server 2008.
- Order the categories by description instead of by code when category codes are not used, even if "by code" is selected in the program options.
- Disable skinning (themes) on Windows 7 and Windows Server 2008.
- Resolve growing memory usage when workstation was locked or screensaver was active.

16-Jul-2009 v3.06

Fixes

- Detect program running when installing an upgrade.
- Save server name for offline database when work offline selected to fix offline<->server mapping and allow direct offline login.
- Resolve issue when synchronizing offline database when a time entry was moved from one user to another.
- Correctly position "Pro" text on login window when windows are scaled on high-resolution displays.

03-Jul-2009 v3.05

Enhancements

- Improved install, uninstall and trial reminder window for Windows 7.
- Improved speed of offline change synchronization when a large number of new categories or time entries were created offline.

Fixes

- Current time not positioned correctly in the Edit Recorded Time window when it was resized.
- Don't use user interface skinning (styles) when running in a terminal services environment to avoid a problem where the category selection popup menu is sometimes blank.
- Don't allow orphaned categories or time entries added or updated but parent category or user has been deleted.
- Very long category descriptions could cause an error in some "by category" reports.
- Previous synchronization history is now stored correctly to fix an issue where some changes on the server were attempted to be re-applied to the offline database.
- Perform an automatic synchronize when online and Work offline is selected.

30-Mar-2009 v3.04

Fixes

- If the duration column in the time entry list in the Edit Recorded Time window was double-clicked and the time entry modified then an error report was shown when the changes were saved.
- Fixed the conditions under which an error notification is displayed when synchronizing offline changes and more than 500 changes had occurred on the server since the last sync.

03-Mar-2009 v3.03

Enhancements

- Added shortcut keys to the start, end and duration fields on the main window in manual time tracking mode.
- Don't select the end time field on the main window when a time entry is added and the display mode is set to hide at the edge of the screen as this prevents the window from auto hiding.

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- Improved interactive quick start tutorial to behave differently depending on which time tracking mode (auto or manual) is selected and which display mode is selected.

Fixes

- Category description was missing from the idle time prompt window if the selected category was at a higher level in the category hierarchy.
- Accented characters in category descriptions were not encoded correctly when a category was copied or imported or created from a template.
- Category descriptions containing the ampersand character '&' would show as a double ampersand && in the category tree.
- Don't automatically select a category with first letter 'c' if alt-c pressed on the main window to display the popup category selection menu.
- Widen charge amount column in reports and allow to line-wrap if too wide to handle wide currency prefixes such as SFr.
- Fix program crash on export of the ALL category.
- If the category for a time entry was changed then the time entry would appear if either category was selected. A program error would result if the time entry for the original category was then modified and the changes saved.
- Time entries for visible categories with hidden parent categories would appear in the Edit Recorded Time list.
- Solved flickering current time displayed on the main window, Edit Recorded Time window and Idle Time Prompt window on Windows Vista.
- A program error would occur when saving changes if in the same editing session a template category was added, a category created from the template and the template category then deleted.
- Display the login window instead of closing the application if log off is forced (programmatically under some conditions).
- Last step of interactive quickstart tutorial was not showing when display mode was to hide at the edge of the screen or hide to system tray.
- A program error would occur during the interactive tutorial if the user did not have access to the category configuration window.

06-Nov-2008 v3.02

Enhancements

- On first install copy the existing version 2 program options if present.

Fixes

- Save correct program options on first run.
- Fixed validation of idle time inactivity minutes setting when prompt for idle time option selected.
- Popup hints would sometimes cause a program error when displayed if the Windows monitor configuration was changed, such as when adding or removing monitors, rotating monitors, or using remote screen sharing applications.
- Remove debugging messages which appear on some computers.
- Built with latest software protection to resolve an issue which occurs in some heavily access controlled computers.
- Stop version 2 database server to copy and upgrade existing database on installation to ensure that the database copied is valid.

14-Oct-2008 v3.01

Enhancements

- Added a Check For Updates option to the Help menu.
- Configurable HTTP proxy server options for the update check and send feedback features.

Fixes

- A program crash on Windows Vista when a sleep-resume is performed has been corrected.
- When changing categories with the automatic timer running the previous time entry was recorded against the newly selected category.
- Internet connectivity problems no longer cause the error report window to be displayed when an update check fails.
- Reports that were failing when the Windows regional setting for the decimal separator is not '.' have been fixed.

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- When docking and hiding the main time tracking window off the edge of the screen and the Windows desktop was reconfigured, such as after a suspend/resume cycle, screen resolution change or Windows taskbar dock change, Windows moves the main tracking window fully on screen. If the mouse pointer was positioned where the window was moved to then often the window would move away from the screen edge to be no longer docked. The window should now auto-hide again.
- The To email address and email subject for error reports are now set to the correct values.
- Backup, restore and stop server functions can now be performed when there are no databases.
- Several minor fixes.

22-Aug-2008 v3.0

New Features

- New offline time tracking capability for mobile and remote users. When offline users can add categories and add, modify and delete their own time entries. When a connection to the central database is available the user can synchronize the changes made (two-way synchronization) and work online again.
- Idle time prompt. When the computer has been idle for the configured duration a window can be optionally displayed to ask what you would like to do with the idle time (add it to the time entry, leave a gap, or allocate the time to a new time entry).
- Added category templates. This allows you to define common category structures that can be re-used multiple times. When you add a new category to a template you can optionally add it to all instance categories based on the template.
- Added the ability to export categories and their subcategories to file. The export file can be imported at a later date to create a copy of the categories or copied or emailed to permanently offline users to create an identical category structure to that used in the central office.
- Categories can now be moved and copied using the Cut, Copy and Paste operations in the Category Configuration window.
- Charge rates can now be user (staff) based as an alternative to the existing category (client/project) based charge rates.
- New cost hourly rate for users tracks staff costs.
- Multiple databases are now supported. They can be created and named using the Server Manager application. This allows separate user groups, such as departments or teams, have totally separate categories and time entries.
- A complete history of changes to users and their security actions, categories and time entries can be recorded. This can facilitate integration with other applications as well as serve as an audit log.
- Added a choice of display modes: a) Hide to screen edge. This is the equivalent of the previous behavior. b) Hide to system tray. When the main window is closed it disappears and can be shown again by clicking the icon in the Windows taskbar system tray. A taskbar button is present only when the window is shown. c) Normal application. A taskbar button is present at all times. The system tray icon is optional.
- New script-driven database tool to allow automated export or maintenance of data. This will be available as a separate download.
- New data import tool to allow import of categories and time entries from XML, CSV and TAB-delimited files. This will be available as a separate download.

Enhancements

- Fresh and more modern looking logo and other graphics.
- The entire data framework of the application has been re-written to provide for more flexible access and storage to the database (necessary for several new features and enhancements in this release), export and copy/paste capabilities, and to facilitate future enhancements. This hidden enhancement also improves maintenance which will translate to general improvements in support and release schedules.
- Added an option to auto-group long category lists for the popup category selection menu on the main window. Categories are grouped by description or code.
- Allow right-click to select categories on the main tracking window.
- Durations and amounts in reports and data export files are rounded to match the displayed values. This ensures that amounts totals now show what you would expect if you calculated them based on the displayed values. For example, previously a duration of 12.016 hours and hourly rate of 100 would be displayed as duration 12.02 hours and amount 1201.60 which don't

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match. This is now displayed as 12.02 hours and 1202.00.
- Improved report preview with page thumbnails and search capabilities.
- Formatted reports can now be saved in PDF, HTML, Rich Text (RTF), Plain text (TXT), Excel Spreadsheet (XLS) and Enhanced Metafile (EMF) formats from the save button on the report preview window. This allows formatted reports to be saved, emailed, or incorporated into other reports or documents.
- The full details report now displays long category names over multiple lines.
- Further improved the performance of reports by approximately 4 times.
- Added a menu item to the Help menu to browse to the product web site.
- Moved items on the Purchase menu to the Help menu.
- Removed buttons for program options and help from the toolbar.
- Some minor customization/branding of the window titles can be done by providing a separate settings file with the installation program.
- The registration name and key can now be automatically entered by providing a separate settings file with the installation program.
- Improved the speed of category selection in the category hierarchy displayed in Configure Categories, Edit Recorded Time and Reports windows.
- Always allow the time designators AM/PM and A/P (case insensitive) regardless of the system regional settings.
- Check if changes have been made and prompt to cancel changes when the 'x' icon is used to close various windows.
- Large volume licenses can now be accommodated without the need to use several registration keys.
- The total charge, total cost and profit/loss for the displayed time entries is shown in the Edit Recorded Time window.
- Two read-only users have been added to the underlying database to provide reporting access from external products (using ODBC, ADO.NET or JDBC). One user has restricted access without the ability to report on charge or cost rates or amounts and the other user has full read-only access.
- Three low-level database views have been added to provide simple access to users, categories and time entries, and two low-level stored procedures have also been added to provide simple access to the category hierarchy. These provide additional support for customers who use their own reporting tools.
- A database security utility is installed with the server software. This facilitates changing the passwords of the read-only users.
- Added a new security action to control the ability to modify the automatic time entry start time on the main window. It is enabled by default.
- The central database server TCP port can now be configured using the Server Manager application.
- The location of the central database file is now shown in the Server Manager application and can be copied to the clipboard or Windows Explorer opened to its location.
- Added a notes field to users which can be viewed and edited in the add/modify user window.
- The date and time that users, categories and time entries are created and last updated are recorded and displayed in the various edit windows along with the user that created and updated them.
- You can now optionally choose not to maintain permanent connections to the database. This is useful where network connectivity is intermittent or server and network resources are low. This option can be set system wide and a new security action controls whether individual users can override the setting.
- On first run on the server computer a popup hint on the login window shows the default administrator password.
- Several minor enhancements.

Fixes
- Only create popup category selection menu items as required. This improves speed and memory use and avoids potential freezes when there are more than about 15000 categories.
- Set the percent complete on the main window to zero if a category is selected that has no time recorded to it.
- Use the current time as the default start time for the first manual time entry of the day if earlier than the configured day start time.

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- If the % Complete value for a time entry in the grid in the edit recorded time window is deleted then it is interpreted as zero instead of producing an error report.
- When categories are sorted by category code sometimes the order of items in reports could be out of order where the category code was the same for more than one category. This is now fixed.
- Improved compatibility with Windows Vista including DEP (Data Execution Prevention), taskbar window preview, and application switching.
- Don't allow negative time entries to be recorded due to changing the system clock backwards.
- Only display the idle time tracking options if the user has access to automatic time recording.
- Several minor fixes.

17-Jan-2008 v2.54

New Features

- The client software can now be run on Linux under Wine. Tested on Ubuntu Edgy 6.10 with Wine 0.9.49. It can connect to the Server software installed on a Windows computer. See the help or user manual for more information.

Enhancements

- Improved the performance of "by category" reports by approximately 5 times.
- Now uses native report export to Excel format which does not require Excel to be installed on the computer, is much faster and also includes cell formatting.
- Added the ability to execute database management statements to the debug database script window.
- Added "copy to clipboard" and "open folder" options to the database location in the debug window.

Fixes

- Date shown in Summary by Date and User report was being truncated in some cases.
- If a user had selected a report and later their security access was changed to disallow access to the report it was still possible to run that report by not changing the report selection after the next login.
- After logging off if any dialog was displayed such as connect error or invalid password then the login window was closed.
- The taskbar button is now shown after logging off.
- Wrap long database location displayed in debug window.
- Don't prompt to close when Windows is shutting down.
- Current/Today duration mode switching on main tracking window is working again.
- Show all lines of multi-line notes in the report Data View and include them in all export formats.

22-Mar-2007 v2.53

Enhancements

- Greatly improved performance when loading the category list. The category list is loaded when the program is started, when entering and exiting the category configuration window, when entering the edit recorded time window and changing selections, and when entering the reports window. Running reports is still slow on systems with a large number of categories as it uses a different technique and will be addressed in a later release.

19-Mar-2007 v2.52

Enhancements

- New debugging feature to display the database location.
- New debugging feature to allow an error report to be generated on demand to retrieve system information.
- New debugging feature to allow SQL statements to be entered to query and update the database.
- New server details tool installed in the server software which shows the server name and IP addresses and default admin login details. It is run when installing the server software and can be run from the Start menu.
- Display the logged in user on the About window.
- All executables are now code-signed.
- Added re-branding support for Resellers.

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- Several minor changes.

Fixes

- Display '&' character in category name and registration name correctly.
- Removed an error generated when leaving empty values during inline editing of recorded time entries.
- Allow the server software to be installed over an existing installation when upgrading.
- Don't allow the administrator user security actions to be changed.

11-Jul-2006 v2.51

Enhancements

- The title displayed on preview and printed reports is now configurable.
- The report type can now be optionally displayed on preview and printed reports.
- The amount earned is now displayed and updated when in manual time tracking mode and a valid start time is entered and the end time is set to 'now'.
- Allow more flexibility in specifying times and dates. Added the characters - , and ; as valid hour, minute and second time separators (in addition to the existing characters . : and the current Windows region time separator setting). Added the characters . , - / and \ as valid day, month and year date separators (in addition to the current Windows region date separator setting).
- Added an option to allow auto-resuming of automatic time recording on the current category when the computer becomes active after an inactivity timeout.
- The server name connected to is displayed in the programs About dialog.
- Gaps from the end of the last recorded time entry to the start of the currently recording time entry are now highlighted in the Edit Recorded Time window.

Fixes

- Display the example duration formats in the program options using the regional settings for the decimal and time separators.
- Allow times to be entered when the regional settings for the AM/PM symbols contain '.' characters such as New Zealand where the symbols are "a.m." and "p.m."
- Expanded time display fields in windows and reports to accommodate longer time formats used in some regions.
- A disabled timer whilst the main window was hidden off-screen meant that the duration displayed in the system tray icon hint was not being updated and automatic time recording was not stopping when the configurable idle time was exceeded.
- Adjustments of the size and position of columns in reports to accommodate large earnings amounts.
- Adjusted size of report pages to print better on both A4 and US Letter paper.
- The calendar controls used on the reports window were changing the date range quick selection to Custom if the window was left open for several minutes.
- The total duration for the current day and the adjust start time option to use the previous time entry end time were not being updated when time was manually added.
- The Notes field displayed in the Full Details report was being truncated.
- Improved display of long fields such as category names and user names in the preview and printed reports.
- If the server could not be found when logging in the error message could display the server name of the server last successfully connected to.

26-Jun-2006 v2.5

New Features

- Stop automatic time recording when the system has been idle for a period of time. On Windows 2000, XP, 2003 and Vista computers this can be configured as a number of minutes. On Windows 98 and ME computers the time recording stops when the screen saver is activated.
- Gaps between time entries and overlapping time entries can be optionally highlighted in the Edit Recorded Time window when the ALL category is selected. Small gaps and overlaps can be ignored by specifying the duration to ignore. Gaps can be allocated to a new time entry or an existing adjacent time entry. Time entries can be trimmed to remove the overlap.
- Optional skinned user interface (enabled by default) with 13 selectable skins. This feature is not currently enabled on Windows Vista.

Enhancements

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- Several changes to support Windows Vista.
- The date to display recorded time for can now be entered directly in the Edit Recorded Time window.
- Warn if the ALL category is selected when saving changes in the Edit Time Entry window.
- Changed time entry in the "Adjust start time" and "Edit Recorded Time Entry" windows to free-format text to make them easier to use.
- The text "now" can be entered where a time is required, such as in manual time entry on the main window or in the Edit Time Entry window.
- When adding a new time entry using the Edit Recorded Time window and currently recording time then default the end time of the new entry to the start time of the currently recording time (ie. Fill the gap).
- When adding a new time entry using the Edit Recorded Time window and not currently recording time then the end time is set to "now". It was previously set to the explicit current time that the Add button was clicked which could be some seconds or minutes before the time entry is added.
- The first time entry start time and last time entry end time are displayed in bold text to make them easier to identify visually.
- The time details category percent complete is now always retrieved when a category is selected on the main window. The program option to retrieve time details now only applies to the time details notes.
- Added a new option to automatically clear the time details notes when time is recorded on the main window (select Stop or select a different category when automatically recording time, or select Add Time in manual time tracking mode).
- Added two new options in the "Adjust start time" window (when you click the "Started" link on the main window when time is recording): 1) use the current time, 2) use the end of the previous time entry on the current date.
- The total amount earned for the current day is now displayed on the main window when "Today" is selected in the automatic time recording details.
- The start time in the manual time entry mode is now automatically set to the end time of an automatic recorded time entry, making it easy to fill in additional time manually later.
- The end time in the manual time entry mode is now automatically set to "now" as the most common usage of manual time entry is to record the time just worked. This can be disabled in the program options.
- When a valid time is entered as the manual start time and "now" is entered as the manual end time on the main window the duration is displayed and updated above the manual duration entry. The manual duration entry is set to empty.
- The text in the start time, end time and duration in the manual time entry section on the main window are now automatically selected when the field is first clicked in to allow easier replacement by simply clicking and typing.
- When starting the program the start time in the manual time entry on the main window is now automatically set to the end time of the last time recorded on the current day.
- Added Start/Stop Recording/Add Time menu item.
- Swapped position of category selection and user selection in reports window as the category tree needs to be much wider than the user list.
- The selected category and date range can now be optionally displayed on preview and printed reports.
- Changed the wording in some information messages to make them easier to understand.
- User interface is now Windows XP theme compliant.
- New icon theme used for buttons and menu items.
- The system tray icon is now animated when recording time.
- The system tray icon popup hint now displays the name of the selected category, start time and duration.
- Added icons to popup system tray icon menu.
- Added "Center on Screen" and "About" menu items to the popup system tray icon menu.
- Improvements to trap Windows shutdown notification and stop automatic time recording.
- The Windows system locale First Day Of Week setting is now used instead of Monday to set the default "first day of the week" option.
- The license name is now displayed on the toolbar and full license information is displayed in the Help, About window.

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- The error reporting system now uses a wizard style to provide the user with more control over the information sent and make it easier to comment on the problem.
- New uninstall feedback application to replace the online feedback form. This is less intrusive than opening a browser window.
- The start/stop recording button on the main window is now disabled when the window is hidden off-screen to avoid unwanted start/stop if the Enter/Return key is pressed whilst the window is the active Windows program and hidden.
- Improved ability for main window to appear on top of all other windows when it appears from the edge of the screen.
- Group category selection is now enabled by default.
- Only show tooltip hints in the Edit Recorded Time time entries grid for the category and notes columns.
- Changed the font used throughout the program to Tahoma to resolve a problem with the Arial font previously used where if the first letter of text is 'W' then it is sometimes not displayed or only partially displayed.
- Improved format and information on trial reminder and trial expired windows.
- Added an application icon to the database delete utility.
- Only enable the Delete button in the database delete utility if a database is selected.
- Several minor improvements to the user interface.
- Expanded detail in some sections of the help file and user manual.
- The selected user can now be optionally displayed on preview and printed reports.
- Changed the color of the disabled user security actions in the Configure Users window to make them easier to read.
- Improved the ability to keep the main window visible at all times which helps in locating it when hidden at the edge of the screen.
- When installing the server software the desktop and quick launch icons are now installed for all users, not just the current user.
- The installation program and all executable programs installed are now digitally signed. This validates that the programs have not been tampered with and improves the warning messages that Windows presents when running downloaded programs and that Firewall programs present when programs access the network.

Fixes

- Fixed a category ordering problem which under some circumstances would cause problems in the weekly timesheet report and some categories in any "by category" report to be repeated.
- Replaced calendar controls to avoid a complex bug in the display of the original controls used.
- A program error was generated if whilst editing in the Edit Recorded Time window recorded time grid the category tree was clicked.
- Do not allow multiple reports to be previewed at the same time. This was causing problems as the report system was not designed for parallel report preview.
- Expanded amount earned column in reports to cater for wide currency formatting.
- Ensure that there is absolutely no unrecorded time when recording and switching tasks on slow computers or when the system is very busy.
- Do not allow a group category to be selected in the edit time entry window of edit recorded time if either the user does not have security access to record to group categories (Pro) or the users program options are set to not allow recording to group categories, except if editing a previously recorded time entry recorded to a group category and the category is not changed.
- In some cases the total duration displayed in the Report View window was truncated to be less than 24 hours.
- If a sub-category was moved to a new category group and the old group category was deleted then the moved category was also being deleted.
- Remove input focus from the Notes and % Complete items in the time details on the main window when hiding the time details section to allow the window to auto-hide.
- In the reports window if an end date was manually typed in then in some cases the start date was being set incorrectly. This was caused by a partially entered date such as 01/01/0 (typing 01/01/06) to be interpreted as 01/01/2000.
- Fix for very long category names which were causing an error in the weekly timesheet report.
- Check that a printer is installed and a default printer is set in the Windows control panel before allowing the report preview/print.

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- Do not display the amount earned when in manual time tracking mode when the start time or end time is invalid.
- Ensure that the window is displayed longer when the system tray icon is clicked or the Show menu item in the system tray icon popup menu is selected when the main window is hidden.
- In some rare circumstances categories could be set to 100% complete and not visible for selection when not intended.
- If automatic time recording was stopped without a direct user selection (e.g. program closed without stopping time recording, windows shutdown and so on) then the time details notes and percent complete were not being recorded.
- Resolved potential window scaling problems for some windows on computers with non-standard DPI settings.
- Always ensure that windows are initially displayed on screen in the case where display resolution or other settings cause previously visible windows to be placed off-screen.
- Resolved a rounding issue that would display the initial duration today on the main window as 00:00:01 instead of 00:00:00 if no time has been recorded.
- Program version number was not being displayed correctly in the Windows Add or Remove Programs dialog.
- Fixed the popup hint message for the user delete button.
- Set the Start In folder in desktop and quick launch bar shortcuts which fixes help, manual and video tutorials not displaying when run directly from the shortcuts.
- Resolved several minor issues when run on Windows NT.
- Modified recorded time for a particular user in the Edit Recorded Time window would incorrectly show when a different user was selected until the changes were saved.
- Removed prompt to discard changes when exiting the configure users window when the only operation performed was cancelling and add of a new user.
- Replaced the password hash algorithm to remove a potential buffer problem in the original algorithm.
- Do not display the exit warning when closing the main window if the user is logging off.
- Fixed the quick launch icon for the server installation.

26-Aug-2005 v2.42

Enhancements

- Added a display option to set whether the main tracking window slides or jumps when showing and hiding at the edge of the screen.

Fixes

- Additional fix to version number interpretation to work in locales where a period '.' is not the character used to separate the decimal amount in numbers, such as in Germany and Lithuania.
- If Complete Time Tracking Professional Server is installed do not use its folder as the default installation folder when installing Complete Time Tracking Professional Client.

22-Aug-2005 v2.41

Fixes

- When selecting the Keep button in the delete utility when uninstalling don't force the selection of a database and don't delete the database.
- Don't display both the personal (Complete Time Tracking Std) and shared (Complete Time Tracking Pro) databases for selection in the database delete utility on uninstall. Only display the database relevant to the Complete Time Tracking edition being uninstalled.
- Allow the main Reports window to be minimized.
- Fix to version number interpretation to work in locales where a period '.' is not the character used to separate the decimal amount in numbers, such as in Germany and Lithuania.
- Allow recorded time in the Edit Recorded Time window which has been modified and changed to a different start date to be deleted.
- When currently automatically recording time for a category and in category configuration the category visibility for selection is modified to be unchecked or the percent complete modified to be 100% and the "auto hide for selection when category is marked as 100% complete" option is selected then don't override the category percent complete with the value entered in the time details in the main tracking window when the time recording is automatically stopped because the category is no longer visible for selection.

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08-Aug-2005 v2.4

New Features

- New Multi-user Professional edition of Complete Time Tracking involving extensive changes to the program, database and online help and user manual. The original version of Complete Time Tracking is now called the Standard edition.
- User login and change password option.
- User configuration to add, modify and delete users. Users can be marked as inactive to remove them from selection but retain their recorded time.
- User security actions to specify per-user security access restrictions to application features and reports and set which users can view other users recorded time for editing or reporting.
- Six new multi-user reports and three existing detail reports can also optionally display the user.
- User selection added to the edit recorded time, edit time entry and reports windows, visible only by users with the appropriate security access.

Enhancements

- Category codes are now displayed in reports if the "use category codes" program option is enabled.
- The selected category is now displayed in bold on the main time tracking window.
- Renamed the New buttons to Add and the Edit buttons to Modify, uniformly in all windows.
- Modified some reports to ensure that the same formatting is used in all reports.
- Add, Add Subcategory and Modify in the category configuration window are now performed in a pop-up window so that making changes is more explicit.
- Double-clicking a category in the category configuration window will display the modify window.
- Added a Modify item to the category configuration popup menu.
- Added a popup menu in the Edit Recorded Time window with options to Add, Modify and Delete.
- Pressing the delete key when a time entry row is selected in the Edit Recorded Time window will delete the time entry.
- Changed hidden category color in category tree to match new inactive user color in user list.
- Allow several shortcut time formats in manual time entry. For example, 9/900/9.00/9:00/9am are all interpreted as 09:00.
- Smart interpretation of 12-hour short format end times to be post-midday times. For example, if the start time is 11:00 then an end time of 2 is interpreted as 2PM (14:00).
- When manual time is entered the next start time is set to the previously entered end time, the next end time is cleared, and input focus is moved to the end time to make successive time entries easy.
- Added "Last 3 Months", "Last 6 Months", "Last 12 Months", "This Year" and "Last Year" quick date range selections to the Reports window.
- When the start date is changed in the Edit Time Entry window of Edit Recorded Time then end date is changed to match.
- Always display the category for recorded time in the Edit Recorded time window to avoid the confusion over it disappearing when there are no sub-categories for the selected category.
- Reduced delay before automatic hide of the main window.
- Added a delay before automatic show of the main window to avoid accidental showing.
- Added a default button on all windows, normally the OK or Close button, activated by pressing Enter.
- Improved the explanation in the database deletion utility which is automatically run on uninstall and improved its database detection.
- Updated user interface controls to Windows XP look.
- Changed the button layout in all windows to be consistent.
- Added 32-bit alpha blended and 4-bit transparent application icons.
- Only save the "start when Windows starts" option when it changes to avoid unnecessary notifications from applications which monitor startup registry entries.
- Improved category sorting in reports.
- The database restore now makes a backup copy of the current database file.
- The online help is now in HTML Help format.
- Revised the online help and user manual, updating text where appropriate, standardizing the layout and formatting in all topics, updated all screen shots.
- Added enhanced error reporting to pinpoint program errors. Detailed information about what the

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program was doing at the time of the error is logged and a screen-shot is automatically taken. The error report can be easily emailed.
- Enhanced database upgrade functionality with auto resume after error support and upgrade progress notification.
- The Backup and Restore menu items are now located under the Tools menu.
- Added interpretation of several database errors to present a more user-friendly error message.
- The database version is now displayed in the Help, About window.

Fixes
- Fixed running of the user manual and short video tutorials when selected from the help menu.
- Remember the "show hidden categories" selection in the reports window.
- Fixed error when adding recorded time in the edit recorded time window with the percent complete set to 100.
- Removed erroneous category headers in the weekly timesheet preview/printed report which were appearing in certain conditions.
- Don't keep the end of the current database file when restoring a backup of a smaller database file.
- Automatically uncheck the category visibility for selection if the category is set to 100% complete from within the category configuration window.
- Don't uncheck the top-level ALL category visibility for selection if recorded time is added for the ALL category and set at 100% complete.
- Ignore modified and deleted time entries when calculating which default start time to use for a newly added time entry.
- When a network share is detected for the Windows user roaming profile the users non-roaming profile is used to store the backup instead of producing an error when connecting to the database.

Other
- "Parent" categories are now referred to as "group" categories.

Prior Version History

Complete Time Tracking Professional was developed using Complete Time Tracking Standard v2.32 as a base. The version history for Complete Time Tracking Standard appears below.

04-Apr-2005 v2.32

Fixes
- Removed unnecessary show and hide of the main time tracking window when selected as the active Windows application.
- Fixed the Tools, Options menu item.
- Enable the category level selection for the full details report.
- Fixed the total recorded time duration for the current day on the main time tracking window.

07-Mar-2005 v2.31

Fixes
- Auto-hide again after Windows display settings are changed, such as the Windows taskbar auto-hide, screen resolution, or the desktop orientation is changed in a tablet PC.

02-Mar-2005 v2.3

Enhancements
- Added shortcut keys for selecting a category and changing the started time in the main tracking window.
- Renamed report "Print" button to "Report" and "View" button to "Data", changed their order and changed the printer icon to a report icon so that the main reporting option to use is clear.
- Changed the layout of the reports window to put the start and end date side by side which is easier to read.
- Added support for systems with multiple monitors.
- Added keyboard shortcuts to activate category selection and to adjust the start time on the main time tracking window.
- Moved the Help buttons to the left of the dialogs to give clear separation from OK/Cancel/Close

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buttons.
- Use a more modern image in the installer.
- Added a Repair option to the uninstaller.

Fixes
- Display and use the new hourly rate for recorded time if it is modified from the categories hourly rate in the Edit Recorded Time dialog.

07-Feb-2005 v2.2

Enhancements
- Added several short video tutorials to demonstrate how to perform common tasks. The video tutorials are accessible from the Help menu, start menu, and links within the online help and user manual.
- Install the PDF user manual with the program. The user manual is accessible from the Help menu, start menu, and links within the online help.
- Added more prominent support options.
- Generate a default email containing the program and Windows versions when contacting support via email.
- Don't prompt to confirm category deletion if the category is new and has no sub-categories.
- Prompt to confirm cancel in the category configuration and edit recorded time dialogs if changes were made.
- Changed the report type selection to a tree view grouped by report type.
- Added a Help button to most dialogs to display the appropriate online help for the dialog.
- Better selection of time entries when adding, deleting or editing time in the Edit Recorded Time dialog.
- Added keyboard shortcuts to the controls on the report options dialog.
- Added popup hints to many controls.
- Added icons to most menu items.

Fixes
- Program options are now saved when modified rather than when the program closes to avoid problems when closing due to Windows shutdown.
- Ignore deleted categories when checking for duplicate category names.
- Removed temporary display of the amount earned when exiting the options dialog.

27-Jan-2005 v2.12

Fixes
- After a backup is restored check the database version and perform an automatic database upgrade if required.
- Set input focus to the start/stop button on show of the main tracking window to allow auto hide. If focus was on the time details notes or percent complete at the time of auto-hide then the window would not auto-hide after the next show unless input focus was changed.

23-Jan-2005 v2.11

Fixes
- Fixed database restore so that database file is restored to the correct location.

20-Jan-2005 v2.1

Enhancements
- Printed reports can now display up to 5 category levels.
- Categories can now be moved in the edit category dialog by dragging and dropping.
- Added a right-click popup menu to the category tree in the edit category dialog with the options New Category, New Subcategory and Delete.
- Categories can now be deleted in the edit category dialog by pressing the Delete key.
- Added support for automated database upgrades, a required feature for this release to apply changes made to the time tracking database structure for the new multi-level category reports.
- Parent categories can now optionally be selected for time recording. This option can be enabled in the options dialog.
- Reduce the number of steps in the quick start tutorial from 10 to 5.

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- Added the ability to not show the hourly rate and amount earned in dialogs and reports.
- Save report dialog selections for report type, date range and custom dates.
- Move the main window to the centre of the screen when the quick start tutorial is started.
- Time entries manually added in the edit time dialog are now displayed with other time entries in time order.
- Program errors are now logged. On closing the program the error log is displayed if any errors occurred and the user is prompted to email the error log to technical support.
- Don't force the user to wait 5 seconds before the evaluation notice can be dismissed in trial mode.
- Added icons to menu items.
- Improved compatibility on Windows 95 and Windows 98.
- Increased the category selection speed on the main window.
- The start when Windows starts option now allows the location of the application to be changed from where it was first run.
- The installer now checks that the Winsock 2 upgrade is installed on Windows 95 computers and prompts the user to download it from the Microsoft web site.
- The "New Category" text is now selected when a new category is added by pressing the accelerator keys to allow a new name to be more easily specified.
- Adjusted main window title bar color to work better with a variety of windows appearance settings.

Fixes

- Fixed a problem where changes to the category configuration would cause currently recording time to not be saved under some circumstances.
- Fixed a problem in the edit time dialog when a date is selected or a category is selected which sometimes caused unexpected behaviour or a program error.
- Improved handling of system suspend/stand-by.
- Edit category dialog now warns about categories with duplicate names instead of ignoring their changes.
- Improved hiding at the Windows taskbar so that the time tracking window always hides behind the taskbar and does not show when the mouse moves over the taskbar in front of the window.
- Resolved a problem where the main window was sometimes disabled when hiding at the Windows taskbar and the taskbar position changed and also when resuming from a suspend or hibernate.
- Resolved duplicate accelerator (alt) key assignments in the edit categories dialog.
- When the hourly rate was modified for the currently selected category it was displayed but not used in recorded time.
- Correctly save all changes in the configure categories window when multiple categories are added or modified.
- Date range on reports dialog was showing as custom when it should be This Week.
- Correctly align columns in the "view" report grid.
- Time entries manually added in the edit time dialog are now only displayed for the date they were added on and only if they are for the selected category or a subcategory of the selected category.
- The value of grand totals in reports were being doubled when printed.
- Retrieve the percent complete for a selected category from the category, not the last recorded time for it. This allows for an initial percent complete to be set for the category before any time is recorded.
- Don't allow the quick auto start time adjustment to be after the current time.
- Shortcut/accelerator keys now select the correct control (various dialogs).

30-Dec-2004 v2.01

Fixes

- Fixed window scaling problem when run with different Windows display settings such as large fonts or DPI.

14-Oct-2004 v2.0

New Features

- New database engine for increased performance and design flexibility and as preliminary

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development for a multi-user version of Complete Time Tracking.
- The previous fixed customers, projects and tasks have been replaced with a flexible hierarchical category system which can be configured to support a wider variety of uses.
- Modify and delete previously recorded time and manually add time for any date.
- New weekly timesheet report.
- New notes field for categories to record information such as customer contact details or project details.
- Several reports now include grouped sections with subtotals in the report print and totals in report view and export.
- Database backup and restore.
- Optional override of recorded time durations to allow manual rounding adjustments.
- Option to start when Windows starts (enabled by default)

Enhancements
- Added continuous automatic time recording. Time recording does not stop when a different category is selected.
- Improved the category "visibility" concept to provide more flexibility and allow quick show/hide of hidden categories.
- Added the option to automatically hide categories from selection when marked as 100% complete.
- Added yesterday and last 30 days to date range selections.
- Added a main menu to the toolbar.
- New option to retrieve the last recorded notes and percent complete when a category is selected on the main recording window.
- The start time can be adjusted when currently auto recording time.
- The first day of the week and work start time of the day can be configured. These options are used with the new weekly timesheet report and when adding the first recorded time for the day.
- Show the main time tracking window when the system tray icon is clicked.
- Added a popup menu when the system tray icon is right clicked with options to show or exit.
- Added a feedback option in the help section of the new menu.
- Prompt for feedback when closing the application if it is a beta release.
- Changed color and icons in toolbar buttons to help distinguish their purpose.
- Attempt to connect to the database up to 3 times and display an error and abort if failed.
- Display registered user in title bar.
- Don't reset duration to zero when automatically recorded time is stopped.
- Display the duration in bold during automatic time recording.
- Increased the size of the recorded time notes from 250 to 1000 characters.
- Faster auto-hide and show of main recording window when docked to the screen edge.
- Show/hide time details when details bar clicked. Previously the min/max icon needed to be clicked.
- Report line spacing reduced to increase the number of items displayed on one page.
- Don't auto-hide if the time details or manual time recording fields are selected.
- Provide visual feedback that manual time was added.
- Significant changes to help file.

Fixes
- Recognise Windows shutdown and stop automatic time recording.
- Clear notes and percent complete when a different category is selected and the "retrieve last recorded time details" option is not selected.
- Fix path to data storage folder.
- Close application when registration key is entered from options dialog.
- Modified product wording when entering registration key.
- Fixed tab order on report view window.
- Fixed problems with system tray icon on Windows startup.
- If printed report contains no data the duration on the empty details line was still printed.

06-Jun-2004 v1.1
- Additional report types added.
- Minor fixes.

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- Significant changes to help file.

07-May-2004 v1.0

Initial Release

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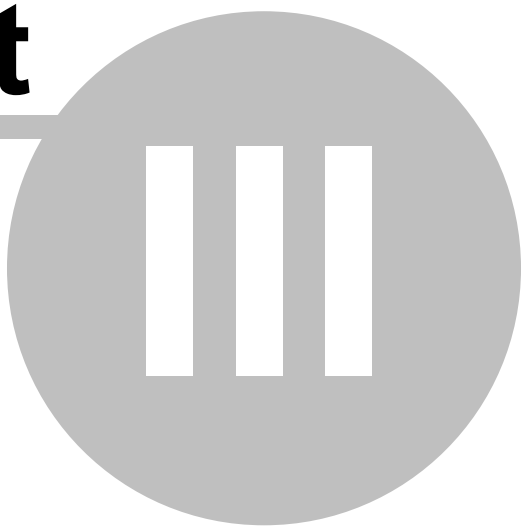
Part



3 Installation, Clients and Servers

3.1 System Requirements

The following are the minimum system requirements to use Complete Time Tracking Professional.

Client Computers

Client Computers have the following system requirements.

Windows 7, Vista, Server 2008, Server 2003, XP, 2000, NT4 (SP6), ME, 98

Linux Ubuntu Edgy 6.10 with Wine 0.9.49 or later

Note: Other versions of Ubuntu and other Linux distributions may also work. See Linux Support.

- Intel Pentium III 500 or AMD Duron 500 CPU.
- 128 MB RAM (256 MB recommended).
- 25 MB disk space for the installed program.
- In addition to the above requirements we recommend that you use a screen resolution of 800x600 or higher.

Server Computer

Server Computers have the following system requirements.

Windows 7, Vista, Server 2008, Server 2003, XP, 2000, NT4 (SP6)

- Intel Pentium 4 or AMD Athlon CPU.
- 256 MB RAM (512 MB recommended).
- 50 MB disk space for the installed program.
- In addition to the above requirements we recommend that you use a screen resolution of 800x600 or higher.

An installed printer is required to preview and print reports. A virtual printer such as the free PDFCreator (which is great for generating PDF files from any document in any application) is sufficient. When running under Wine on Linux the default printer accessible by Wine may be sufficient.

Microsoft Word must be installed on the computer to export reports in Microsoft Word format.

See also:
Installation
Clients and Servers

3.2 Installation

Multiple Installations
Only one instance of each major version of Complete Time Tracking Professional may be installed on a single computer. You may install multiple major versions on the same computer. For example, only one instance of version 3.x may be installed on a computer but you may install both version 2.x and 3.x on the same computer. This allows you to continue to use an earlier version

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whilst evaluating a newer version.

Server and Client Software
There are **two** installation (setup) programs for Complete Time Tracking Professional. They are:

- Server
- Client

Download
You can download the installation programs from the Complete Time Tracking web site download page.

Server Installation
The Server installation is typically a once only installation on a computer designated as the server computer. It installs the central database and also automatically installs a Client installation (see below) so that a user such as the administrator can use the server computer to track their time.

Note: The Complete Time Tracking Professional server must be installed using the Windows Administrator account.

The Server computer must be turned on in order for Client users to use Complete Time Tracking Professional therefore we recommend that you install Complete Time Tracking Professional Server on a computer that is always powered on. The database server component runs as a Windows Service Application and therefore it functions without a user logged on to the server computer.

Automatic License Key Entry
The license key can be automatically entered by providing a separate settings file with the installation program. During the installation the settings file is copied to the program installation folder which is used when the program is run for the first time to automatically enter the license key. If you have a large number of users and would like to use this automated license key entry please contact product support for further information.

Firewalls
During the installation of the Server software several programs are run that require network access. These programs include the Server Details tool that displays the host name and IP addresses of the Server computer, the database installation and upgrade tool, and the database server program which runs continually to service connections to the database from all Client software. If you have firewall software installed on the Server computer you need to **allow network access** to these programs.

Fresh Installation
When Complete Time Tracking Professional Server is installed a default empty database is created. The database contains an administrator user with username *admin* and password *admin*, and a few example categories. You can log in as the administrator and create additional user accounts. You should change the administrator password to something secure.

Upgrading
If you are updating or upgrading from an earlier version of Complete Time Tracking Professional the database will be automatically upgraded during the installation. If you have multiple databases then each database will be upgraded.

Upgrading the server may require that all clients are also upgraded. If a user attempts to log in with client software that is not compatible with the server an error message will be displayed informing the user what version of the client software is required.

If you are upgrading the server between major versions, for example from version 2.x to version 3.x, the previous database will be **copied** and upgraded for use with the new version, allowing you to use two different versions on the computer at the same time.

Check For Updates

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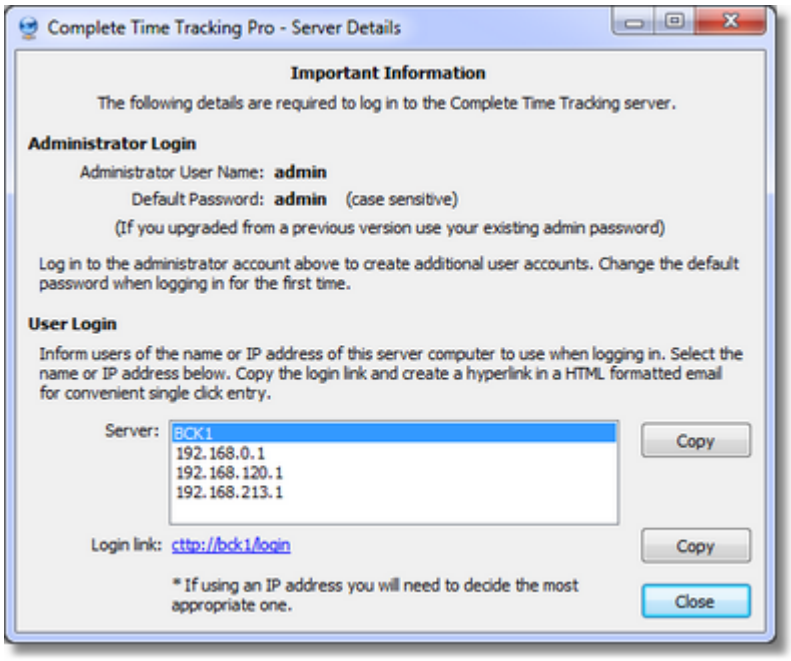
To check if you are using the latest version of Complete Time Tracking Professional select Check For Updates from the Help menu. If you are using a HTTP proxy server then the proxy server details must be configured for the update check to work.

Server Details

The Server Details tool is run automatically during the installation of the Server software to display the default administrator login details and the host name and IP addresses of the Server computer. The Server Details tool window is shown as follows:


Complete Time Tracking Pro - Server Details
Important Information
The following details are required to log in to the Complete Time Tracking server.
Administrator Login
Administrator User Name: admin
Default Password: admin (case sensitive)
(If you upgraded from a previous version use your existing admin password)
Log in to the administrator account above to create additional user accounts. Change the default password when logging in for the first time.
User Login
Inform users of the name or IP address of this server computer to use when logging in. Select the name or IP address below. Copy the login link and create a hyperlink in a HTML formatted email for convenient single click entry.
Server:
BCK1
192.168.0.1
192.168.120.1
192.168.213.1
Copy
Login link: cttp://bck1/login
Copy
* If using an IP address you will need to decide the most appropriate one.
Close

The host name or IP address of the Server computer must be specified by users when they log in to <%PRODUCT_NAME%>. Clickable login links can be provided to users as a convenient way to automatically start <%PRODUCT_NAME%> and enter the server details and optionally the user's login user name. Select the host name or appropriate IP address for the Server computer and click the Copy button next to the login link to copy it to the clipboard. Then create a hyperlink in a HTML formatted email, a document or a web page to provide login instructions to users (paste the login link as text in the document then highlight it, right-click the link and select Hyperlink from the popup menu, paste the link in the *address* field). If the user has the Client software installed then all they need to do is open the email, document or web page and click the link. To specify the user's login user name so that it too is entered automatically append the text *?u=username* to the link, replacing *username* with the user's actual login user name as configured when creating their account.

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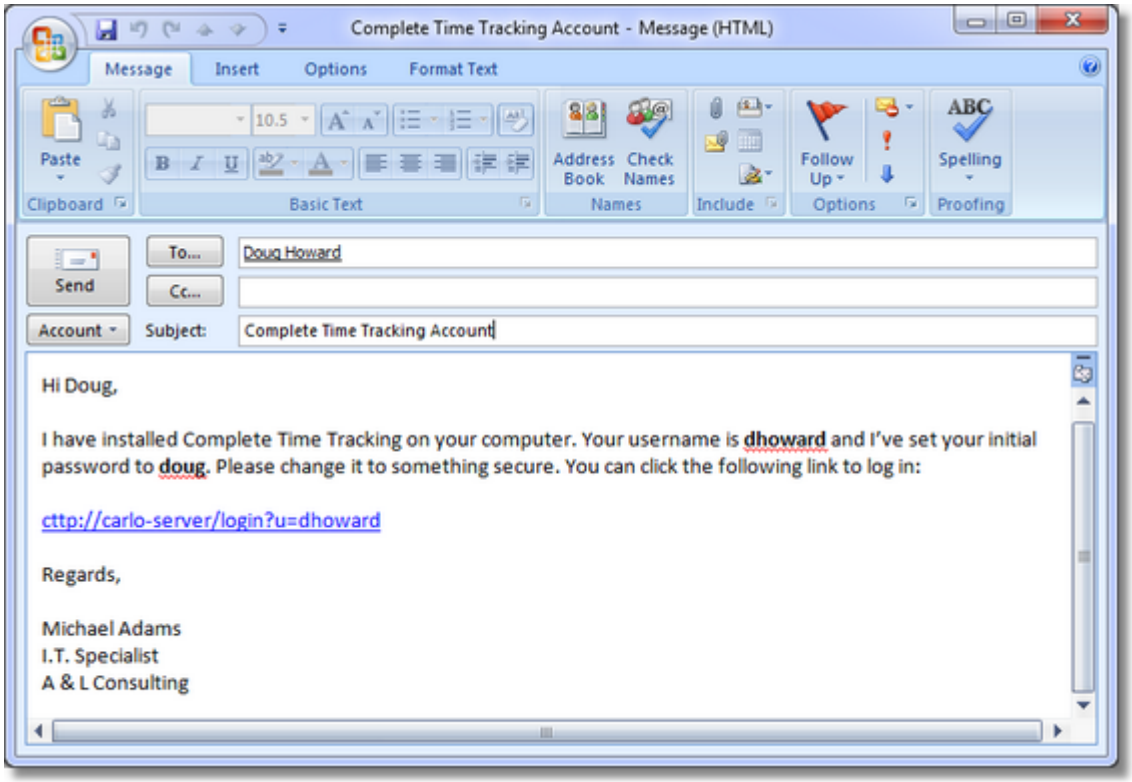

The Server Details tool may be run on the server computer at any time from the Complete Time Tracking Professional program group in the Start menu.

Client Installation
The Client software is installed on all other computers where Complete Time Tracking Professional will be used by staff to track their time.

Important: If the Server or Client computers are running firewall software or you use a corporate firewall computer then you will need to configure the firewall to allow access from the Client computers to the Server computer as the client and server communicate across the network.

See also:
System Requirements
Clients and Servers
Firewall Configuration

3.3 Clients and Servers

Complete Time Tracking Professional is a multi-user time tracking system and involves two types of computers. They are:

- Server Computer
- Client Computer

Server Computer
The Server computer is the main computer where the central database for Complete Time Tracking Professional will be installed. It can be any computer (even the computer of a user such as the manager) however the server must be turned on for other users to log in and track their time.

When users log in to Complete Time Tracking Professional they specify the Server computer that

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they want to log in to by its **host name** or **IP address**. For example a Server could be identified by a host name such as server01 or server01.company.com, or by an IP address such as 10.0.120.5. When the Server software is installed the Server Details tool displays the host name and IP addresses of the server computer. This tool may be run on the server computer at any time from the Complete Time Tracking Professional program group in the Start menu.

The Server computer can also be used as a Client computer (see below) so that a user working on the Server computer can track their own time. A user working on the Server computer can log in to Complete Time Tracking Professional by specifying the Server as "localhost" or 127.0.0.1 as these identify your own computer.

See system requirements for the required computer specifications.

Client Computer
A Client computer is any computer used by Complete Time Tracking Professional users, known as Client users, to track their time. The Server computer is also a Client computer on which a user may track their time.

See system requirements for the required computer specifications, or Linux Support for specific details about running the Client software on Linux.

Note: The client computers communicate with the Server computer across the network using TCP/IP. This may be a local area network (LAN) within the same office or a wide area network across multiple office locations or even the Internet. If the Server or Client computers are running firewall software or you use a corporate firewall computer then you will need to configure the firewall to allow access from the Client computers to the Server computer.

Important: The Server computer must be turned on in order for Client users to use Complete Time Tracking Professional.

See also:
System Requirements
Installation
Firewall Configuration

3.4 Linux Support

Linux Support

The **Client** software of Complete Time Tracking Professional is supported on Linux. To install on Linux the Complete Time Tracking Professional Client software must be installed under Wine (http://www.winehq.org/), a compatibility layer for running Windows programs under Linux. The Server software is supported on Windows only.

Supported Configurations

The following configuration has been tested with the Client software:

Ubuntu Edgy 6.10 Linux
Wine 0.9.49

Complete Time Tracking Professional may work on other Linux distributions. We recommend using the latest stable release of Wine available for your Linux distribution.

Functionality Differences

Wine does not provide complete Windows emulation and as such there are differences in behavior when running Complete Time Tracking Professional under Wine when compared to running on

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Windows, typically in areas of window management. The main differences are as follows:

- The main time tracking window cannot be hidden off the edge of the screen. Instead the window hides to the system tray. When the main window is closed it is simple hidden from view and can be displayed again by clicking the Complete Time Tracking Professional icon in the system tray. You can exit Complete Time Tracking Professional by selecting File, Exit from the menu or selecting Exit from the right-click popup menu from the icon in the system tray.
- The main time tracking window is not set to stay on top of all other windows. A taskbar button is shown to enable easy selection of the window.
- Previewing and printing reports may not be available depending on the distribution and version of Linux and the version of Wine that you are using. Typically preview and print will work however some aspects of reports may not display or print correctly. For example, the Weekly Timesheet report and Full Details reports which display and print in landscape mode may display and print in portrait mode.
- The online help, accessed from the Help menu or from the Help item in the Wine program group menu, may not display. Wine's support for CHM (compiled HTML help) files is improving.
- The PDF user manual, accessed from the Help menu or from the User Manual item in the Wine program group menu, may not display unless a PDF viewer is installed under Wine.
- Exporting reports in Microsoft Word (.doc) format may not work unless Microsoft Word is installed under Wine.
- User interface skinning (themeing) is disabled.
- The ability to start when the computer starts is not available and therefore disabled.
- Two icons may appear on the desktop after installation. If a ".lnk" file appears after installation you can safely delete it.

Installing Complete Time Tracking Professional

Installing and Configuring Wine
To install Complete Time Tracking Professional you must first install Wine. Some Linux distributions have Wine pre-installed. We recommend using the latest version of Wine. For instructions on downloading and installing Wine on your Linux distribution see the following web page:

http://www.winehq.org/site/download

Installing Complete Time Tracking Professional Under Wine
Type "wine [SetupProgram.exe]" (where SetupProgram.exe is the Client installation file for Complete Time Tracking Professional that you downloaded) at the shell prompt/terminal window.

```
$ wine [SetupProgram.exe]
```

The installation wizard will appear. Follow the steps in the wizard. You should typically install under the C:\Program Files directory.

Wine and Windows Configuration

Windows Version:

Note: Wine must be configured to mimic Windows 2000 for Complete Time Tracking Professional to work. Windows 98 emulation is known to cause program failures. Run "winecfg" from the shell prompt/terminal window, then on the Applications tab change the Windows Version for "Default Settings" to Windows 2000, or alternatively select Add application and navigate to the installation directory for Complete Time Tracking Professional in the drive_c\Program Files directory, select CompleteTimeTrackingPro.exe and click Open, then set Windows Version to Windows 2000.

```
$ winecfg
```

Regional Settings:

The date, time and currency formats used in Complete Time Tracking Professional come from the

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Windows regional settings. In Windows you typically change this from the Regional and Language Options in the Control Panel, then select Customize, Time, Time format and so on. Under Wine you may be able to change this using one of the following techniques:

a) Run the regional settings control panel applet under Wine from the shell prompt/terminal window:

```
$ wine control.exe intl.cpl
```

On the Regional Options tab click Customize.

b) Use the Windows registry editor under Wine from the shell prompt/terminal window:

```
$ wine regedit.exe
```

Navigate to the key HKEY_CURRENT_USER\Control Panel\International key and create or change the following string values:

- sTimeFormat, example value: HH:mm:ss
- sShortDate, example value: MM/dd/yyyy
- sCurrency, example value: $
- sDate, date separator, example value: /
- sTime, time separator, example value: :
- sDecimal, decimal separator, example value: .
- sThousand, thousand separator, example value: ,
- sMonDecimalSep, monetary decimal separator, example value: .
- sMonThousandSep, monetary thousands separator, example value: ,

More Information:

Further information about using and configuring Wine can be found at the following web sites:

http://wiki.winehq.org/FAQ
http://wine-wiki.org/

Uninstalling Complete Time Tracking Professional

To uninstall Complete Time Tracking Professional either select Uninstall or Repair from the Complete Time Tracking Professional Client group in the Wine Programs menu, or type "uninstaller" from the shell prompt / terminal window, select Complete Time Tracking Professional and select Remove or Uninstall.

```
$ uninstaller
```

See also:
System Requirements
Installation

3.5 Firewall Configuration

Installation
If you run firewall software on the Server computer you will need to allow network access to several tools which run during the installation to configure and run the central database and determine the server computer network details.

Running Complete Time Tracking Professional
The Complete Time Tracking Professional software installed on the Client computers, communicates with the Complete Time Tracking Professional database on the Server computer using a TCP/IP connection to the default TCP port 18400. The TCP port is configurable.

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If you are running a corporate firewall computer between the Client computers and the Server computer, or personal firewall software such as Norton Internet Security, ZoneAlarm, McAfee Personal Firewall or Windows XP firewall on the Client or Server computers, then you must configure the firewall as follows:

- On the Server computer allow the application cttproserver.exe, located in the server\bin sub-folder where the Complete Time Tracking Professional software was installed, to run as a server listening on TCP port 18400.
- On the Server computer allow the application CTTServerManagerPro.exe, located in the Complete Time Tracking Professional installation folder, to connect to the server computer using TCP port 18400.
- On the Server computer and all Client computers allow the application CompleteTimeTrackingPro.exe, located in the Complete Time Tracking Professional installation folder, to connect to the Server computer using TCP/IP.

See also:
Installation
Clients and Servers

3.6 Remote Access

Complete Time Tracking Professional uses TCP/IP network connections to allow users on client computers to connect to the server computer. This allows users to connect remotely from other sites across a wide area network or the Internet.

For data and system security it is highly recommended that you use a Virtual Private Network (VPN) or Tunnel when connecting remotely.

To connect remotely via the Internet you will typically need to do the following:
- Port-forward a TCP port in the router or firewall connected to the Internet at the site of the server computer to the TCP Port used by Complete Time Tracking Professional on the server computer.
- Users on remote client computers specify the public host name or IP address of the router in the server field of the login window.
- If the TCP port opened/forwarded in the router or firewall is different to the default TCP Port used by Complete Time Tracking Professional then users will need to specify the TCP port in the server field of the login window.

See also:
Firewall Configuration
Clients and Servers
Offline Time Tracking

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Part IV

4 Getting Started

4.1 First Steps

Getting Started

There are a few broad ways to use Complete Time Tracking, described below.

Record time as you work
Use the automatic time recording mode (similar to a stopwatch) to track your time. Select the appropriate category and start the time recorder at the beginning of the day when starting work. When you begin working on something different, such as work for a different customer, project or task, simply change the selected category. The time recorder will stop on the previous category and start on the new category. At the end of the day stop the time recorder or simply log off or shut down Windows.

Record time when each item of work is complete
Use the manual time entry system to track your time. Set the program option to automatically set the end time to 'now' when a time entry is added. As you complete work for a customer, project or task select the appropriate category and select Add Time. A new time entry will be recorded for the category from the end of the previous time entry to the current time. The next time entry start time is taken from the end time of the previously entered time entry to allow continuous recording of time without gaps, making time entry easy. Repeat this simple procedure throughout the day.

Record time at the end of the day
Use the manual time entry system to track your time. Disable the program option to automatically set the end time to 'now' when a time entry is added. At the end of the day enter a time entry for each customer, project or task that you worked on by selecting the appropriate category and entering the start and/or end time. The next time entry start time is taken from the end time of the previously entered time entry to allow continuous recording of time without gaps, making time entry easy.

Setting Up

With Complete Time Tracking Professional you record time to user-defined categories and sub categories. Using Complete Time Tracking Professional typically involves the following steps:

- Configure users
- Configure categories
- Record time
- Edit time (if necessary)
- Produce reports

You may also want to review the program configuration options which allow you to change the time duration format, set the default start time and enable various optional features.

Learning How To Use Complete Time Tracking

Interactive Quick Start Tutorial
Complete Time Tracking Professional includes an interactive tutorial to show you the essentials of tracking time with Complete Time Tracking. The tutorial should take no longer than two minutes to complete and is **highly recommended**.

HOW-TO
Run the Interactive Quick Start Tutorial
The tutorial starts automatically the first time that Complete Time Tracking Professional is run. It can be restarted at any time by selecting Interactive Quick Start Tutorial from the Help menu.

Short Video Tutorials
Complete Time Tracking Professional includes several short video tutorials to demonstrate the

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most common tasks. The video tutorials are displayed in your web browser.

HOW-TO
Display Video Tutorials
1. Select Short Video Tutorials from the Help menu in Complete Time Tracking.
2. Select a video tutorial to watch.

Note: If your default web browser is Internet Explorer and it displays a security warning stating "Internet Explorer has restricted this file from showing active content" then you will need to click the warning and select Allow Blocked Content. This warning appears because the video tutorials require the Macromedia Flash player to run to display the content.

See also:
Auto Hiding the Tracking Window
Configure Users
Configuring Categories
Tracking Your Time
Editing Time Entries
Reports
Program Options

4.2 Displaying and Hiding The Tracking Window

In normal use you keep Complete Time Tracking Professional running continuously rather than closing and starting it each time that you need to use it. Because it continually runs several display modes are provided to allow you to display and hide the main tracking window so as not to interfere with your normal work.

There are three display modes for the main tracking window according to how you prefer to access Complete Time Tracking. To configure the display mode select Options from the Tools menu then select the Display tab. The time tracking window can be automatically hidden so that it is always immediately available for use without obscuring other applications. There are two display modes that allow this. Alternatively you may use Complete Time Tracking like a normal application.

Dock at Edge of Screen
The window is continually displayed. It stays on top of other windows and "snaps" to the edge of the screen when moved close to it. In this mode closing the window exits Complete Time Tracking. Use the Docking Mode to automatically hide the window off-screen.

TIP
The main tracking window can be made partially transparent, allowing it to be more conveniently positioned over other windows and remain visible and accessible.

HOW-TO
Hiding the Tracking Window
1. Move the time tracking window to any edge of the screen, top, bottom, left or right depending on your preference. The window will "snap" to the edge of the screen.
2. Move the mouse away from the time tracking window for a few seconds. The window will automatically hide off-screen.

You can control whether the window slides or jumps off screen with the Docking Mode option.

HOW-TO
Showing the Tracking Window
1. Move the mouse over the area where the window is docked and hidden. A small portion of the

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time tracking window remains at the edge of your screen to remind you where it is located.

Alternatively you can click the Complete Time Tracking icon in the system tray area of the Windows taskbar or right-click on the icon and select Show Complete Time Tracking from the popup menu. You can control whether the window slides or jumps on screen with the Docking Mode option.

The short video tutorials and interactive quick start tutorial show you how to hide and show the time tracking window.

Hide to System Tray
When the window is closed it hides and Complete Time Tracking does not exit. To show the window again click the Complete Time Tracking icon in the system tray area of the Windows taskbar.

TIP
In some circumstances you might not be able to visually locate the time tracking window. Some applications might force themselves on top of all other windows and obscure the time tracking window and some display settings changes might also hide the window. If for some reason you cannot find the window and the icon is displayed in the system tray area of the Windows taskbar you can right-click on the icon and select Center on Screen from the popup menu to center the time tracking window on your screen. You can then drag it back to your preferred edge of the screen for auto-hiding.

See also:
Display Options
Interactive Quick Start Tutorial
Short Video Tutorials

4.3 Configuring Categories

Complete Time Tracking Professional allows you to track your time to user-defined categories. Categories are optionally grouped into categories and sub categories. An example grouping would be customer categories containing project categories and the project categories containing task categories. You might also create a single top-level category to track personal time.

Note: Only Users who have security access to View Categories will be able to access the Configure Categories window.

Before you can effectively use Complete Time Tracking Professional you will need to add some categories to track your time against. Categories are shared by all users.

To configure categories select Configure Categories from the Tools menu or select the button on the toolbar. The category configuration window looks like this:

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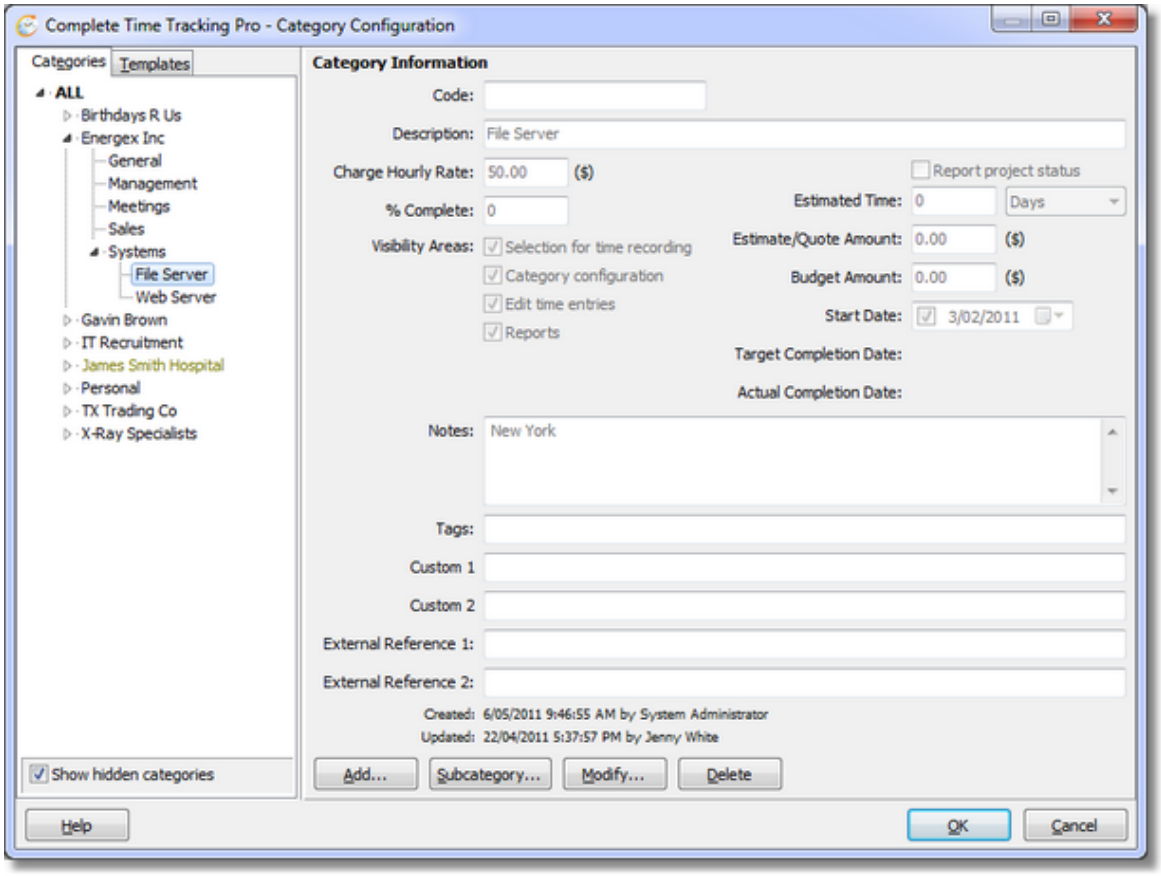

When first run Complete Time Tracking Professional contains the following example categories:

Example Customer
  Example Project
    Example Task A
    Example Task B

You can delete these example categories and create your own.

The organization of your categories is **entirely up to you**. Unlike most other time tracking tools you define what the categories mean, and you can create category groups containing sub categories to any level that you wish.

If for example you only want to track time separately for each customer and do not need to use projects and tasks you can simply create one category for each customer at the top level. If you need to track time to specific projects for customers, create sub categories in each customer for each project. If you do not need to track time for different customers at all just create top-level project (or other) categories.

Tip!
If you are planning to track time billing or income then set the hourly rate of the top-level *ALL* category so that newly created categories use this hourly rate by default.

Description of Category Options

Category Tree
The category tree on the left of the category configuration window represents the hierarchy of categories and subcategories. Two tabs are displayed above the category tree:

- *Categories*: These are the categories that time entries can be recorded to. These are termed

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instance categories.
- *Templates*: Category templates, re-usable category structures, are shown on the Templates tab.

By default only categories visible for category configuration are displayed in the category list. You can optionally show categories that have been previously marked as hidden (the category configuration visibility area is unchecked) by checking the Show hidden categories check box at the bottom of the category tree. When shown, hidden categories are displayed in colored text.

A category that has a symbol next to its category name in the category tree has subcategories. Click the symbol to expand or collapse the subcategory list.

Category Codes
You can optionally use codes with your categories in addition to referring to them by name. This is common in a formal project management environment. For example, you may know a customer more readily as CUS001 rather than Aardvark Printing Services and can therefore assign CUS001 as the code for the customers category.

The category code is displayed above the category description and is hidden by default. You can enable category codes from the program options window. When enabled, category codes will appear in reports.

Category Description
The category description will be displayed in the category tree and in the popup menu for category selection on the main time tracking window. The description must be unique within its category group.

Charge Hourly Rate
The charge hourly rate is used to track billable amounts or to see income. The amount earned is displayed for the current time in the main time tracking window, when editing time and in reports. The source of the charge hourly rate can be the category or the user depending on the Charge Rate Source system setting.

The charge hourly rate of newly created categories defaults to the charge hourly rate set for the Group category (the categories parent category), therefore it is good practice to set the charge hourly rate of the Group category before creating sub categories.

The charge hourly rate and amount earned can be hidden if desired from the program options window.

Percent Complete
You can track completion of categories by setting the percentage complete (0-100 in 1 percent increments). You would normally set the percent complete as you create time entries for the category from the main time tracking window by showing the Time Details section. Alternatively you can edit it in the category configuration window, such as when creating a new category that is already partially complete.

When categories are marked as 100 percent complete they will be automatically hidden from selection, category configuration and when editing time entries (see category visibility). You can disable the automatic hiding of categories marked as 100 percent complete from the program options window.

Category Visibility

The four visibility options for categories determine where the categories are displayed and available for selection. This is useful for example when you have completed a project and no longer wish for the project and its tasks to be displayed when tracking time. This reduces the size of the category list displayed and therefore makes it easier to select the remaining projects. The visibility settings are summarized as follows.

Visibility	**Description**
Selection for Time Recording	The category can be selected on the main window to

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	create time entries for.
Category Configuration	The category appears when configuring categories.
Edit Time Entries	The category appears when editing time entries.
Reports	The category appears in reports.

Tip! If you will be creating time entries for both work and personal categories then you can set the reports visibility of the personal categories to hidden so that personal time is not displayed in reports.

You can display hidden categories in the Category Configuration, Edit Time Entries, and Reports windows by checking the *Show hidden categories* check box at the bottom of the category list.

When categories are marked as 100 percent complete they will be automatically hidden from selection, category configuration and when editing time entries (see category visibility). This can be disabled from the program options window.

Report Project Status
When set this category will be included in the Project Status and Project Risk reports (if applicable).

Estimated Time
Enter an estimate of the time expected to be spent to complete all tasks for the project or category. The time estimate can be specified as a number of hours, days (assumed 8-hour days), weeks (assumed 5-day weeks) or months. This is reported and tracked in the Project Status and Project Risk reports.

Estimate/Quote Amount
Enter an estimate of or the quoted charge amount for all work to be performed for the project or category. The user charge hourly rate or category charge hourly rate is used to calculate actual charge amounts. This is reported and tracked in the Project Status and Project Risk reports.

Budget Amount
Enter the budgeted staff cost for all work to be performed for the project or category. The user cost hourly rate is used to calculate actual cost amounts. This is reported and tracked in the Project Status and Project Risk reports.

Start Date
Documents the expected or actual start date for the project or category. This is reported and tracked in the Project Status and Project Risk reports.

Target Completion Date
The expected completion date for all work for the project or category. This is reported and tracked in the Project Status and Project Risk reports.

Actual Completion Date
Documents the actual completion date of the project or category. This can be manually entered but is also automatically set if the category is marked as 100% complete. This is reported and tracked in the Project Status and Project Risk reports.

Notes
You can add some notes about each category to record details such as a contact person, expected completion date, summary of the work involved and so on.

Tags
Categories can have user defined tags as a kind of cross-categorization. Enter these as comma separated values or click the tag selection button to select from previously used category tags.

Custom Fields
Two customizable data fields are provided to allow you to record specific information applicable to categories in your organization for future reference. The Notes field should be used for general information. The name of the custom fields can be customized in the System Options.

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External References
Two external reference data fields are provided to assist integration with other systems when using direct database access by proving a method to match categories in Complete Time Tracking with categories, clients, projects, tasks or other entities in the external system. Enter the external systems unique identifier for the category.

Change History
The date, time and user that created the category and that last updated the category are displayed with the category details.

See also:
Program Options
Adding Categories
Modifying Categories
Deleting Categories
Copying Categories
Moving Categories
Exporting and Importing Categories
Category Templates

4.3.1 Adding Categories

New categories can be added as either sibling categories (categories at the same level in the hierarchy) or subcategories of the currently selected category.

Note that there is a special top-level category named *ALL* under which all categories must be added.

Note: Only Users who have security access to View Categories and Add Categories will have this functionality. Categories may be created while working offline.

HOW-TO
Adding Categories
1. Select an existing category at the level that you want to add the new category.
2. To add a new empty category select the Add button or alternatively right-click the category and select Add Category.
3. **Or:** To add a copy of a category template select the arrow next to the Add button. From the popup menu select From Template and then select the appropriate template.
4. The Add Category window will appear and looks like this:

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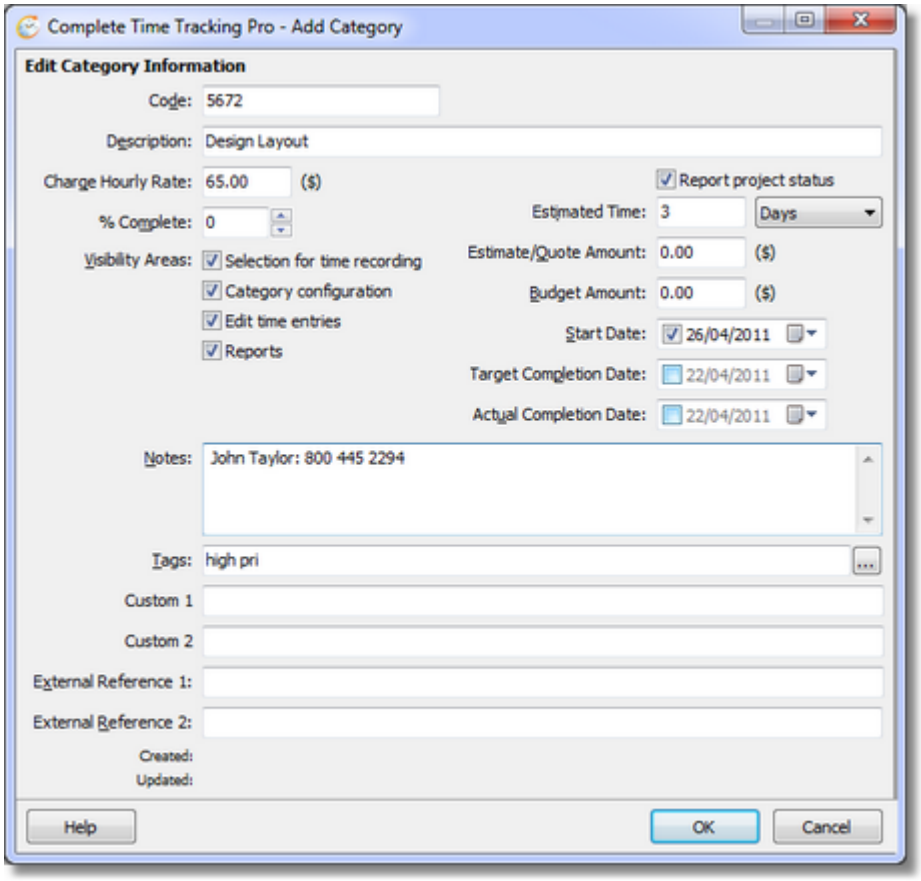

5. Enter the details for the new category, such as description, charge hourly rate and notes.
6. Select OK to accept your new category details or the Cancel button to cancel adding the category. The new category will appear in the Category Selection area of the main Category Configuration window.
7. You may add several Categories in succession by repeating steps 1 to 6.
8. Select OK in the main Category Configuration window to save all category changes.

HOW-TO

Adding Subcategories

1. Select the Group category to add the subcategory to.
2. To add a new empty subcategory select the Subcategory button or alternatively right-click the Group category and select Add Subcategory.
3. **Or:** To add a copy of a category template select the arrow next to the Subcategory button. From the popup menu select From Template and then select the appropriate template.
4. The Add Category window will appear (refer to step 4 of adding sibling categories).
5. Enter the details for the new sub category, such as description, hourly rate and notes.
6. Select OK to accept the new sub category details or the Cancel button to cancel adding the sub category. The new sub category will appear in the Category Selection area of the main Category Configuration window.
7. You may add several Sub Categories in succession by repeating steps 1 to 6.
8. Select OK in the main Category Configuration window to save all category changes.

See also:

Configuring Categories
Modifying Categories
Deleting Categories
Copying Categories
Moving Categories

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Exporting and Importing Categories
Category Templates
Program Options

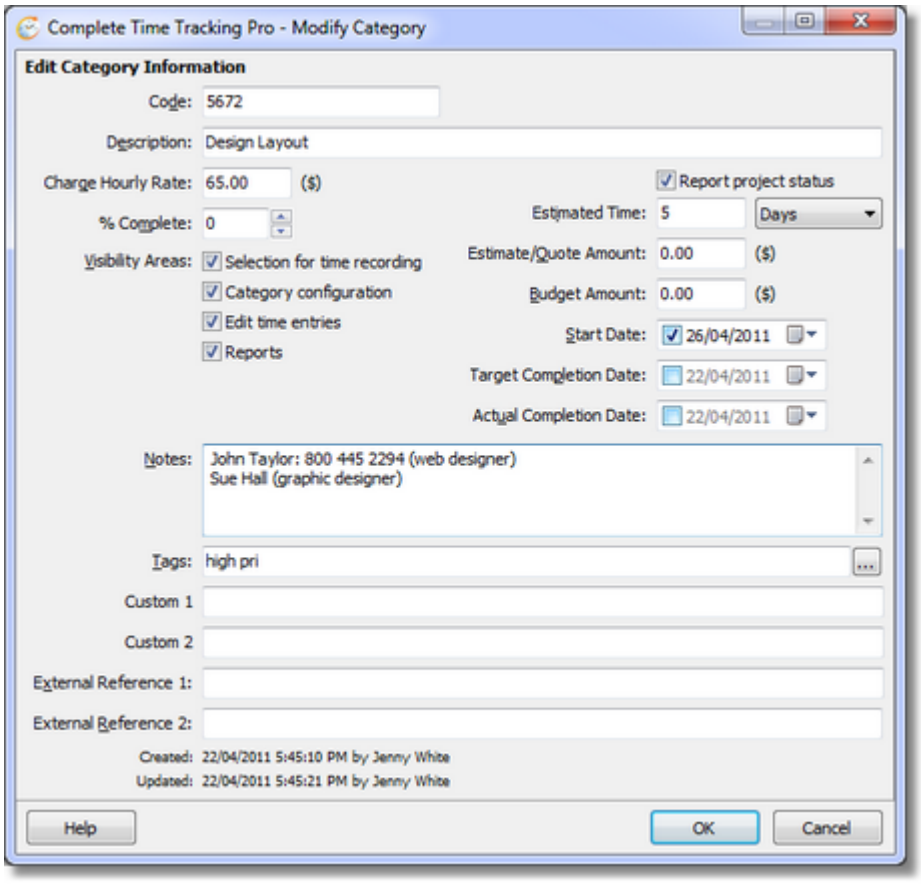
4.3.2 Modifying Categories

Changes can be made to categories and subcategories once you have created them.

Note: Only Users who have security access to View Categories and Modify Categories will have this functionality. When working offline only categories that have been added while offline may be modified.

HOW-TO
Modify a Category
1. Select the category in the main Category Configuration window and click the Modify button or alternatively right-click the category and select Modify Category or simply double click on the category.

The Modify Category window will appear and looks like this:



2. Change the required details such as description, charge hourly rate or notes.
3. Select OK to accept your new changes or the Cancel button to cancel the changes. The modified details will be saved for the selected category.
4. You may modify several categories in succession by repeating steps 1 to 3.
5. Select OK in the main Category Configuration window to save all category changes

Change History
The date, time and user that created the category and that last updated the category are recorded

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when the category is created and modified. These details are displayed below the category information.

Unlink From Template
When a category has been created from a template it is *linked* to the template. When certain changes are made to the category template, such as adding a new subcategory, the changes are optionally made to all instance categories linked to the template category. To avoid changes being made to a specific category when changes are made to the template that it was created from the category can be unlinked. To unlink the instance category from the template click the Unlink from template link in the top-right of the category information. Click OK on the Modify Category window and click OK on the category configuration window to save all changes.

See also:
Configuring Categories
Adding Categories
Deleting Categories
Copying Categories
Moving Categories
Exporting and Importing Categories
Category Templates
Program Options

4.3.3 Deleting Categories

Categories can be deleted once you have created them.

Warning: When you delete a category all sub categories and time entries for the category and sub categories will be permanently deleted. If you want to retain your time entries you can change the category visibility options to effectively hide it whilst retaining the time entries.

Note: Only Users who have security access to View Categories and Delete Categories will have this functionality. When working offline only categories that have been added while offline may be deleted.

HOW-TO
Deleting a Category
1. Select the category or sub category and then click the Delete button or right-click the category and select Delete Category, or select the category and press the Delete key.
2. Continue deleting categories as necessary.
3. When complete select the OK button to save all changes. To cancel all changes click the Cancel button.

See also:
Configuring Categories
Adding Categories
Modifying Categories
Copying Categories
Moving Categories
Exporting and Importing Categories
Category Templates
Program Options

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4.3.4 Copying Categories

Categories, together with their subcategories, can be copied to provide a quick way to configure multiple categories with the same structure. For more than one or two copies it is recommended that you use Category Templates which provide a convenient re-usable list of categories with additional functionality.

To copy a category you can use the copy and paste functions or the category export and import functions. To use copy and paste right-click on the category and select the appropriate option or use the standard Windows shortcut keys ctrl-c or ctrl-insert to copy and ctrl-v or shift-insert to paste.

You can copy a category between the Category and Template category lists.

See also:
Category Templates
Adding Categories
Modifying Categories
Deleting Categories
Moving Categories
Exporting and Importing Categories
Category Templates

4.3.5 Moving Categories

You can re-arrange categories, such as move a task from one project to another, by dragging the category in the category tree to the group category you would like to move it to or by cutting the category from the current group and pasting the category to the new group. To use cut and paste right-click on the category and select the appropriate option or use the standard Windows shortcut keys ctrl-x or ctrl-delete to cut and ctrl-v or shift-insert to paste.

Note: Only Users who have security access to View Categories and Modify Categories will have this functionality. When working offline only categories that have been added while offline may be moved.

See also:
Configuring Categories
Adding Categories
Modifying Categories
Deleting Categories
Copying Categories
Moving Categories
Exporting and Importing Categories
Category Templates

4.3.6 Exporting and Importing Categories

Categories, together with their subcategories, can be exported to file. This file can be imported to create a copy of the categories. This is useful if there are some permanently offline users who need to use a similar category structure to the one defined on the central server. The export file can be sent to the remote user via email or some other medium for the user to import on their computer.

The category export file is in XML format and has the default filename extension CTC. The file follows a fairly simple structure and can potentially be read by other applications. If another application can generate a compatible category export file then this file can be imported into Complete Time Tracking Professional.

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HOW-TO
Export a Category
1. Right-click on the category to export.
2. Select Export Category from the popup menu.
3. Browse to the location to save the file
4. Enter the filename and select Save.

HOW-TO
Import a Category
1. Right-click on the group category to import the category to.
2. Select Import Category from the popup menu.
3. Browse to the location of the import file.
4. Select the import file or enter its filename and select Open.

You can export a template category and import it as an instance category and vice versa.

Note: The charge hourly rate is encrypted in the export file. An import file can contain either an encrypted or plain text charge hourly rate.

See also:
Adding Categories
Modifying Categories
Deleting Categories
Copying Categories
Moving Categories
Category Templates

4.3.7 Category Templates

Category templates allow you to define common categories and sub-categories that can be re-used multiple times. A typical use is to define a few templates for different project types. When a new project is started you can create the category structure for it from the appropriate template. Time cannot be tracked to template categories. Instance categories are those categories created from the template to be used to track time to. Category templates are accessed from the *Templates* tab at the top of the category tree in the Category Configuration window.

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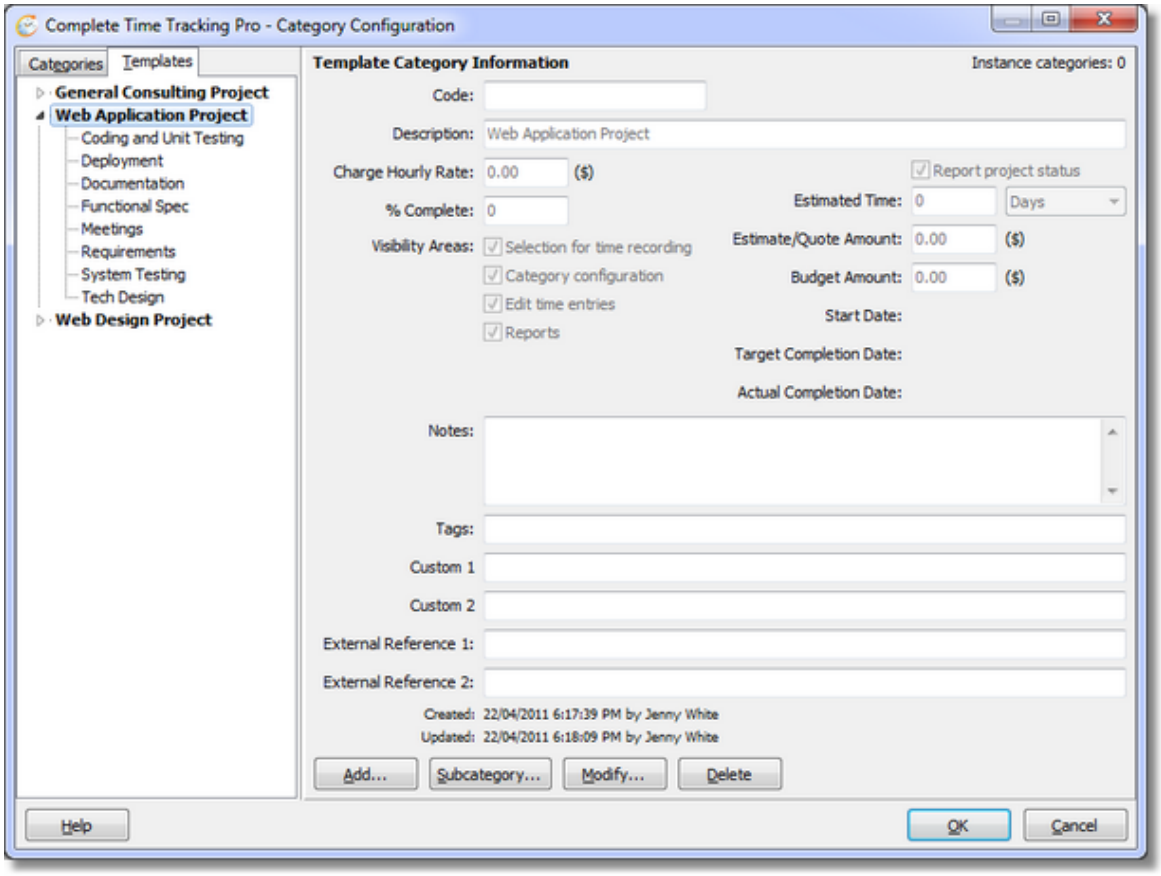

The number of instance categories for the selected template category is displayed in the top-right of the template category information.

Adding, Modifying and Deleting Category Templates
Each category template starts at the top level of the category template tree. Adding, modifying and deleting templates and their subcategories is similar to adding, modifying and deleting regular categories except that you cannot create a category template from a template. Templates may contain any level of subcategories. All subcategories are copied to instance categories created from the template.

Note: You should name your template appropriately as the template name is displayed when choosing which template to create a new instance category from.

When adding a subcategory to a template you have the option of adding the subcategory to all instance categories linked to the template. To do this check the *Add to all instances* box next to the OK button in the Add Category window as shown in the following image:

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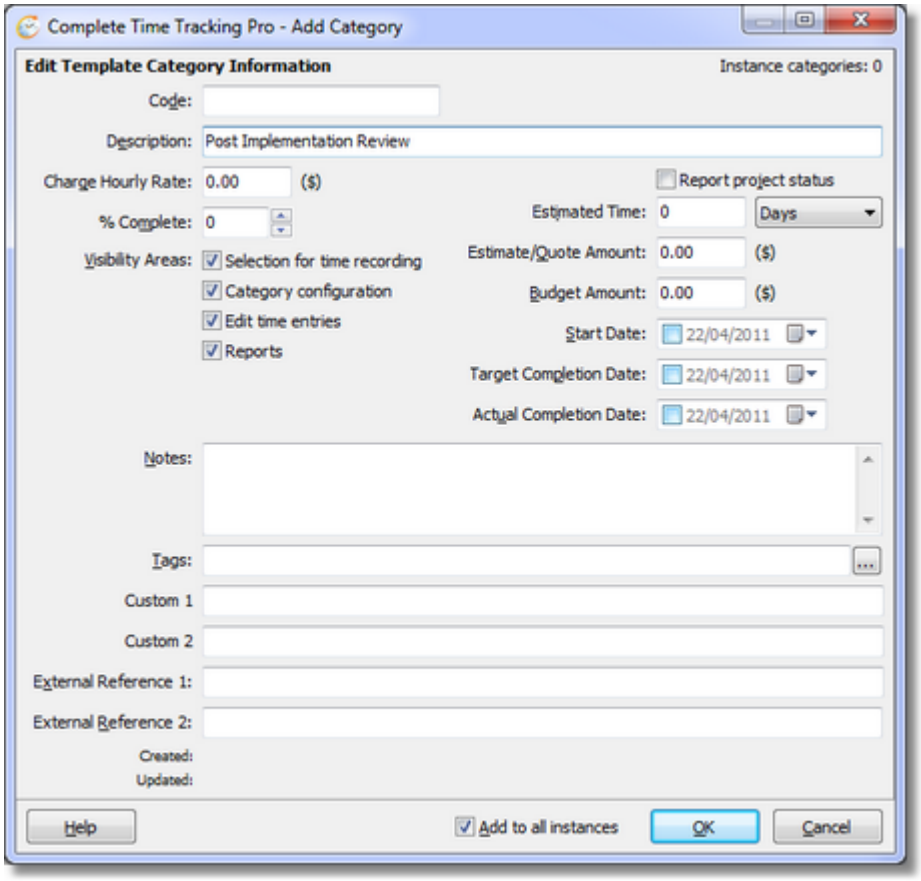

When a category template is deleted the instance categories linked to it are *not* deleted. They are simply unlinked from the template prior to the template being deleted.

See also:
Adding Categories
Modifying Categories
Deleting Categories
Copying Categories
Moving Categories
Exporting and Importing Categories

4.4 User Defined Tags

Users, categories and time entries can be tagged with one or more free-form text values. This allows a kind of categorization or grouping and can be used as a search filter in reports and the Edit Time Entries window.

For example users can be tagged by job function, location or employment type. Categories can be tagged by priority, team, system or task type (such as "phone" or "meeting") as a kind of cross-categorization. Time entries can be tagged by status or task type.

Setting Tags

Free Form Entry
Tags are entered as comma separated values. Spaces *within* tags are allowed and treated as one tag value, such as the tag "support team". The spaces must be used consistently to avoid defining two similar but different tag values. See the following section for use of the tag selection window. Spaces *between* multiple comma separated tags are optional and ignored.

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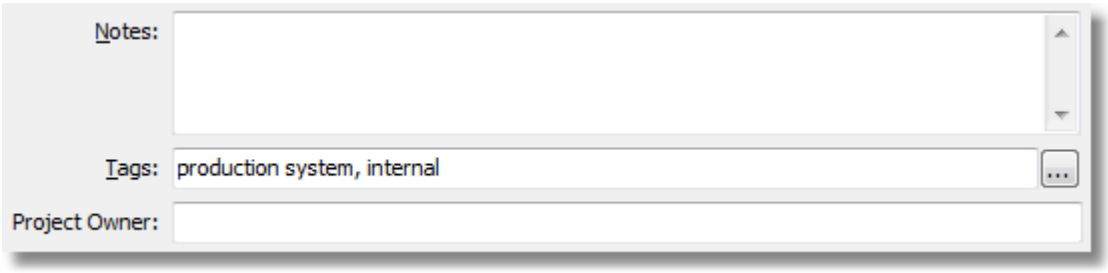
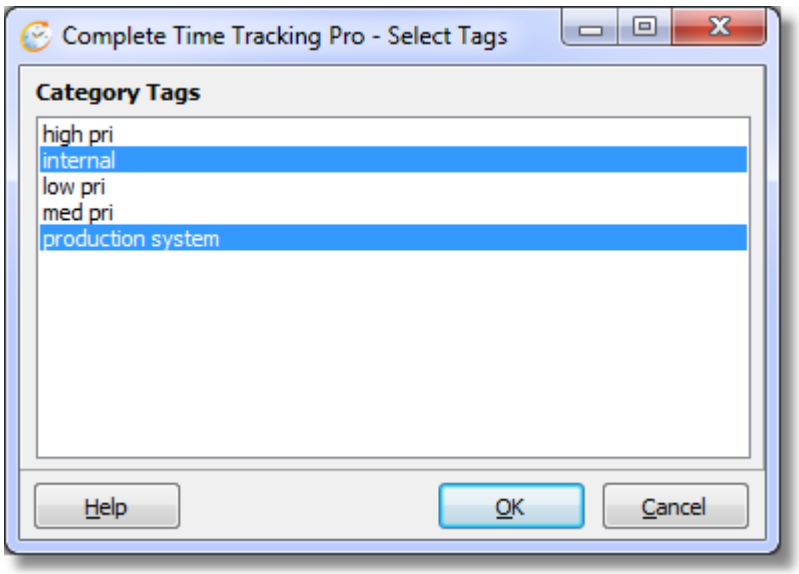


Example tagging with a single value:
billable
high pri
internal

Example tagging with multiple values:
billable, high pri
production system, internal
high pri, meeting, low risk

Selecting Previously Used Tags
At the end of each tag entry field is a tag selection button. Selecting the button opens the tag selection window which lists all previously used tags of the selected type (user, category or time entry) in alphabetical order. Selecting tags in this way helps to improve consistency by reducing typing errors and avoiding the use of multiple values for the same tag.



Any currently entered tags will be pre-selected in the tag list. To select a range of tags select the first tag and then hold the *shift* key and select the last tag. To select tags not adjacent to each other hold the *control* key when selecting them. Tags may be selected and de-selected. When the OK button is selected all tags that were selected from the list will be used in the tag entry field.

User Tags
User tags can be set when adding or modifying users.

Category Tags
Category tags can be set when adding or modifying categories.

Time Entry Tags
Time entry tags can be set when adding the time entry on the main tracking window or when adding or modifying time entries from the Edit Time Entries window.

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Searching and Filtering by Tags

Tags can be used in searching for time entries in the Edit Time Entries window and to filter time entries in the Reports window. To search and filter by tags you must first tag the appropriate items with one or more tag values.

To search or filter by tags enter one or more comma separated tag values. You can also use the tag selection window to conveniently select the tag values. Only items matching the tag values entered will be included in the search or report.

Note that searching and filtering will match *any* tag value entered (value 1 "or" value 2 "or" ...). For example, if the tag values entered were "low pri, small" then any item with tag values matching either or both "low pri" *or* "small" will be included.

Excluding by Tag
To *exclude* items matching the entered tags prefix the tag list with either the word **not** or the character **!**.

Example Tag Filters

Tag Filter	**Result**
billable	Include only items with tag "billable"
billable, high pri	Include only items with tag "billable" or "high pri"
not billable	Include all items except those with tag "billable"
!billable	Include all items except those with tag "billable"
not billable, high pri	Include all items except those with tag "billable" or "high pri"
!billable, high pri	Include all items except those with tag "billable" or "high pri"

See also:
Configuring Users
Configuring Categories
Tracking Your Time
Edit Time Entries
Reports

4.5 Program Options

To set the options for Complete Time Tracking Professional select Options from the Tools menu.

Note: The options that are available in the program options window depend on the Security Access assigned to the user.

See also:
Category Options
Time Entry Options
Display Options
Reports Options
General Options
System Options

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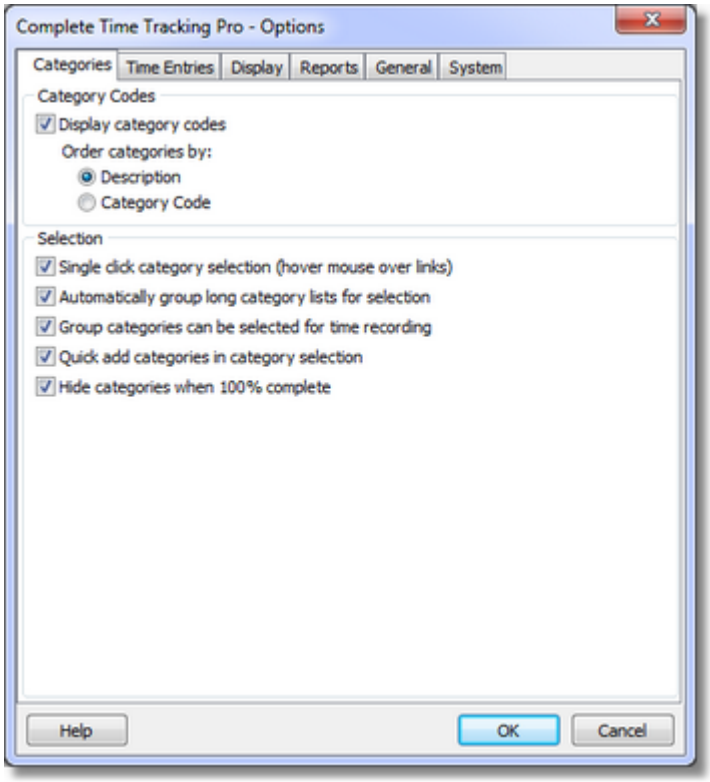
4.5.1 Categories

Categories Options



Display category codes
If you are using category codes with your customers, projects and tasks, such as in a formal project management environment, you can choose to display them for category selection. You can enter the category code in the category configuration window. Category codes will also appear in the reports if the Display Category Codes option is enabled.

You can also choose the display order of the categories when category codes are enabled.

Single click category selection
Category links on the main tracking window are used to select a category to track the time entry to. These links can be clicked to invoke the popup selection menu. The single click category selection option automatically invokes the popup menu when the mouse cursor is placed over the links, removing the extra click to begin the selection. A single click is then required to select the appropriate category from the menu.

Automatically group long category lists for selection
If you have a large number of categories at the one level the category list can be too high to display on the screen when selecting the category for time tracking from the main window. When this option is checked the number of categories that can be displayed on screen is automatically calculated and a longer list of categories is automatically grouped into two or more smaller groups as if higher level group categories were used to group smaller lists of subcategories.

Group categories can be selected for time recording
Enabling this option allows you to select a Group category to record time to when a specific subcategory is not applicable.
Note: Only users with security access to Record Time to Group Category will have this functionality.

Quick add categories in category selection

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Display the <New Category> item in the popup category selection menus on the main tracking window to allow a category to be quickly added and selected.
Note: Only users with security access to View Category Configuration and Add Catgories will have this functionality.

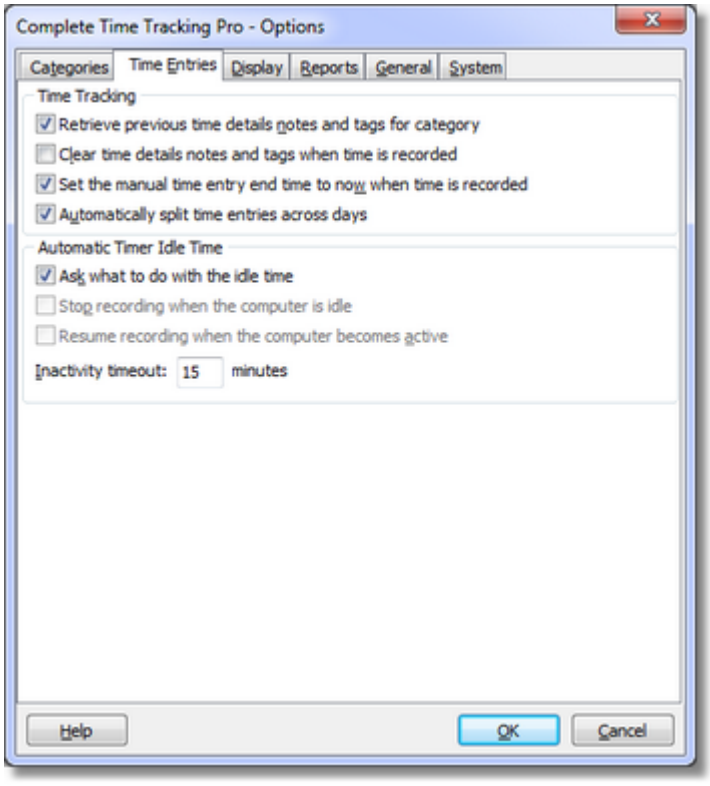
Hide categories when 100% complete
When a category is marked as complete by setting the percent complete to 100 the visibility settings for the category are automatically changed to hide it from selection on the main time tracking window.

You can modify the visibility of categories in the category configuration window.

See also:
Configuring Categories
Time Entry Options
Display Options
Reports Options
General Options
System Options

4.5.2 Time Entries

Time Entry Options


Complete Time Tracking Pro - Options
Categories
Time Entries
Display
Reports
General
System
Time Tracking
Retrieve previous time details notes and tags for category
Clear time details notes and tags when time is recorded
Set the manual time entry end time to now when time is recorded
Automatically split time entries across days
Automatic Timer Idle Time
Ask what to do with the idle time
Stop recording when the computer is idle
Resume recording when the computer becomes active
Inactivity timeout: 15 minutes
Help
OK
Cancel

Retrieve previous time details for category
When a category is selected on the main time tracking window the notes and percent complete are automatically retrieved from the last time entry for the category. The previous notes provide a hint of what work you were last doing for the category and allow you to update the category percent complete.

Clear time details notes when time is recorded
When a time entry is added on the main time tracking window, such as in automatic time tracking

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mode by selecting Stop or switching categories whilst recording or in manual time tracking mode by selecting Add Time, the time details notes are saved with the new time entry and then cleared to allow you to enter new notes for the next time entry. Leave this option and the Retrieve previous time details for category option unchecked to allow time details notes to be edited or appended to for future time entries.

Set the manual time entry end time to now when time is recorded
When a manually entered time entry is added on the main time tracking window the end time for the next time entry is set to 'now' (the current time when the Add Time button is clicked). This is useful when adding time entries throughout the day immediately after completing the item of work. If you will be predominantly adding all time entries manually at the end of the day then it is more convenient to disable this option so that you do not need to clear the 'now' text when entering the end times.

Automatically split time entries across days
When a time entry is added and it spans two days this option will split the time entry in two at midnight so that the time entry is correctly apportioned to each day. When this option is not selected all time in the time entry is allocated to the start date.

Automatic Timer Idle Time
Complete Time Tracking Professional monitors the computers idle time, the time since the last mouse or keyboard input. On Windows 2000 and later computers you can enter a configurable number of idle time minutes, the inactivity timeout, after which the computer is considered to be idle. On Windows 98, ME and NT4 computers the automatic time recording will stop when the configured Windows screensaver activates and therefore the duration is controlled by the screen saver wait time.

By selecting *Ask what to do with the idle time* an idle time window will appear when the configured inactivity timeout is reached, prompting you how to handle the idle time. From this window you can select to add the idle time to the current time entry, leave a gap, or allocate the time to a different category. You can also choose to keep the timer running and adjust the times used in time entries. This is the default option as it offers the most flexibility on what to do with the idle time.

Alternatively the *Stop recording when the computer is idle* setting will stop automatic time recording when the computer is idle. The time entry end time is the *beginning* of the idle time though the timer is only stopped after the inactivity timeout period. You can optionally select the *Resume recording when the computer becomes active* option to start the timer when the computer is used after the idle time.

The *Inactivity timeout* is the number of minutes of inactivity after which time you will be asked what to do with the time or when recording on the time entry will be stopped. This is only available on Windows 2000 and later computers.

See also:
Editing Time Entries
Category Options
Display Options
Reports Options
General Options
System Options

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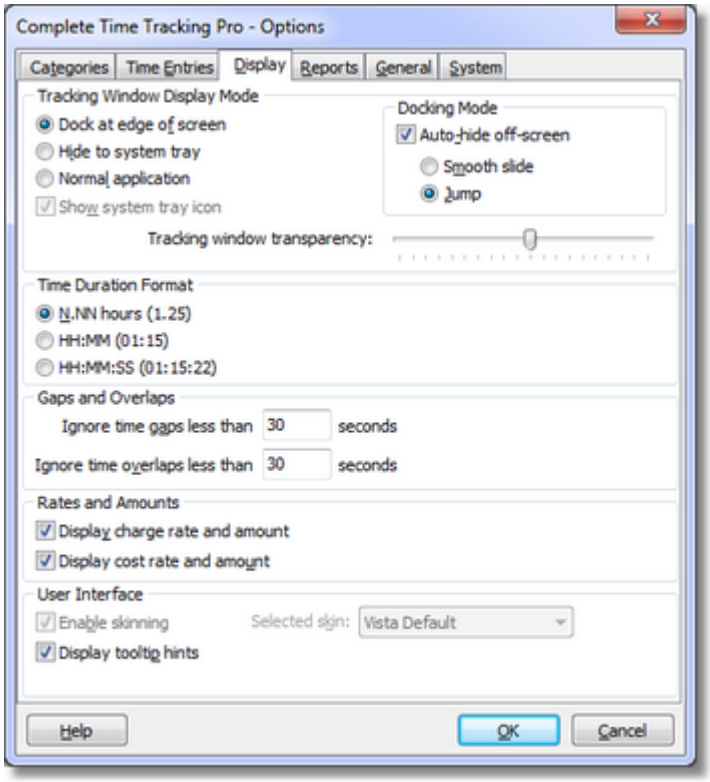
4.5.3 Display

Display Options



Tracking Window Display Mode
There are several ways to use the main tracking window depending on how you prefer to work. If you use Complete Time Tracking throughout the day and keep it continually running then you will likely want to hide the window when not in use so as not to distract your other work. If you use Complete Time Tracking only periodically, such as at the end of each day to enter the time entries for that day, then you may want to use it like a normal application without the need to hide it from view.

There are three display modes:

- *Dock at edge of screen*: The window is continually displayed. It stays on top of other windows and "snaps" to the edge of the screen when moved close to it. In this mode closing the window exits Complete Time Tracking. You can optionally use the Docking Mode to automatically hide the window off-screen.
- *Hide to system tray*: When the window is closed it hides and Complete Time Tracking does not exit. To show the window again click the program's icon in the system tray on the Windows taskbar.
- *Normal application*: A taskbar button is displayed. The window can be minimized, and it operates like regular Windows applications. To show the window click the taskbar button or use Windows task switching (alt-tab).

Show system tray icon
A clock icon is displayed in the system tray area, normally located in the bottom corner of the screen next to the current time). This is mandatory in the *Hide to system tray* display mode but optional in the *Normal application* display mode.

Docking Mode
When the display mode is Dock at edge of screen the Docking Mode options control if and how the main tracking window shows and hides off the edge of the screen. If enabled the window moves

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out of view at the position where it is docked when the mouse is moved away from the window for a few seconds. To show the window again move the mouse over the small portion of window displayed at the docked position. Alternatively click the program's icon in the system tray on the Windows taskbar.

There are two hide actions:

- *Smooth slide*: Smoothly move in and out from the edge of the screen.
- *Jump*: Fully appear and disappear without movement.

Tracking window transparency
The main tracking window can be made partially transparent, allowing it to be more conveniently positioned over other windows and remain visible and accessible. The transparency can be changed by dragging the adjustment slider from fully opaque on the left to transparent on the right. When the transparency is changed the options window is temporarily made transparent to the set value to allow preview of the transparency level.

Time Duration Format
You can choose one of three formats to display time entry durations in reports, export files and windows:

N.NN (fractional hours). For example, 1.25
HH:MM (hours and minutes). For example 01:15
HH:MM:SS (hours, minutes and seconds). For example 01:15:22

Ignore time gaps
Time gaps, time that has not been recorded between time entries, can be displayed on the Edit Time Entries window. This option allows you to adjust the granularity of what is considered to be a time gap and is used to ignore gaps of small duration.

Ignore time overlaps
Time overlaps, two time entries that overlap, can be displayed on the Edit Time Entries window. This option allows you to adjust the granularity of what is considered to be a time overlap and is used to ignore overlaps of small duration.

Display charge rate and amount
You can display the charge hourly rate (billable rate) and amount earned in windows and reports by checking this option. Only Users who have Security Access to View Charge Rates will have this functionality.

Display cost rate and amount
You can display the cost hourly rate (staff labor rate) and amount in windows and reports by checking this option. Only Users who have Security Access to View Cost Rates will have this functionality.

User Interface: Enable skinning
Skinning is a feature which allows you to control the theme, or look and feel, of the windows and controls in Complete Time Tracking. Thirteen pre-defined skins (themes) are provided. Note: To disable skinning you will need to unselect the Enable skinning option and then close and restart Complete Time Tracking.

Note: When running Complete Time Tracking Professional on Windows Vista or later or under Wine on Linux skinning is not available.

Examples of the main time tracking window without skinning enabled and with three different skins are shown below.

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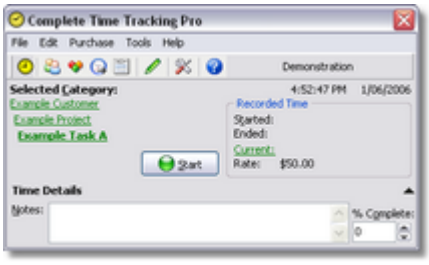
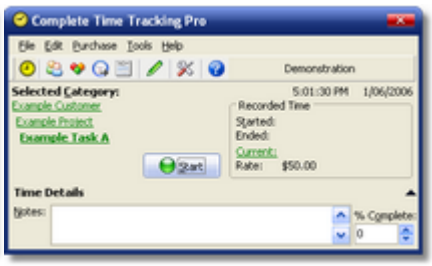
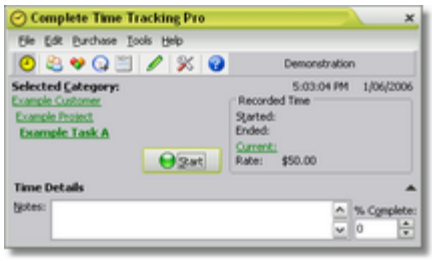


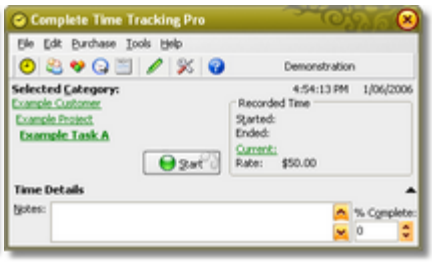
Skinning Disabled on Windows XP



Vista Default Skin



Highlight Skin



Tattoo Skin

Display tooltip hints
Tooltip hints display a short description of an items function when you pause the mouse over it. This option allows you to turn these hints on or off.

See also:
Category Options
Time Entry Options
Reports Options
General Options
System Options

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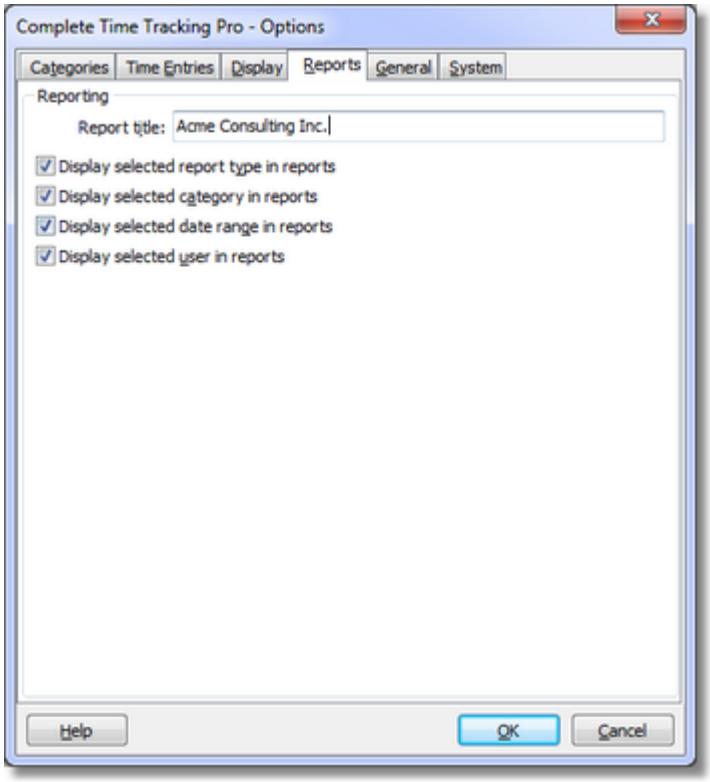
4.5.4 Reports

Reports Options



Report title
The text entered for the report title will appear as the title in all preview and printed reports. A typical use for this is to display your company name.

Display selected report type in reports
If this option is checked the report type selected on the reports window will be displayed in the title area of the preview and printed reports.

Display selected category in reports
If this option is checked the category selected on the reports window will be displayed in the title area of the preview and printed reports.

Display selected date range in reports
If this option is checked the start and end dates selected on the reports window will be displayed in the title area of the preview and printed reports.

Display selected user in reports
If this option is checked the user selected on the reports window will be displayed in the title area of the preview and printed reports. If the logged in user does not have security access to view time entries for all users then the user selection will not be displayed on the reports window and the selected user is the currently logged in user.

See also:
Reports
Category Options
Time Entry Options
Display Options
Reports Options

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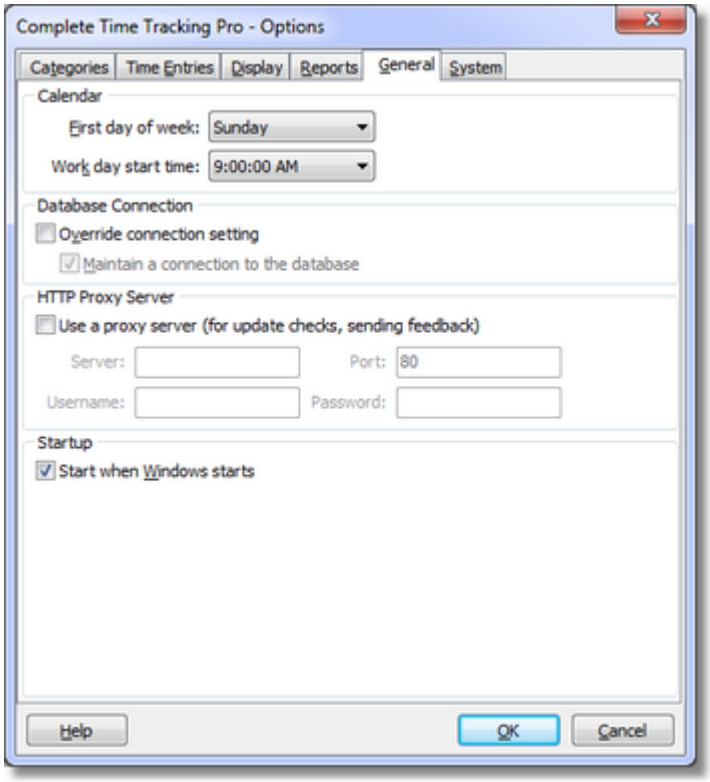
General Options
System Options

4.5.5 General

General Options



First day of week
Set the first day of the week. This is usually Sunday or Monday and controls which dates are selected in the Reports window for the "this week" and "previous week" date range selections.

Work day start time
Set your normal working start time. This option is used as the default start time for the first time entry added in the Edit Time Entries window.

Offline Databases Location
If you use the Offline Time Tracking feature to use Complete Time Tracking Professional without a connection to the central server computer, such as from a remote location or while traveling, the categories and time entries that you create while offline are stored in a local database. One database is created for each server computer that you work offline with (though most users only work with a single server computer). The location of the offline databases is displayed on the General program options tab. You can select the Copy to Clipboard button to copy the full path and filename of the location to the Windows clipboard. You can select the Open Folder button to open the folder where the offline database files are located in Windows Explorer.

Database Connection
Permanent connections to the central server database are normally used however the system administrator can configure system options to specify that users use temporary connections. This allows for more scalability so that a larger number of users can be accommodated on a single server computer. Temporary connections can also help remote users in situations where the network connection to the server computer is somewhat unreliable, avoiding delays detecting a network connection failure.

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Security actions specify whether each user has the ability to override the database connections setting. With *Override connection setting* unchecked the system wide default is used. When this option is checked you can change your setting from the system default.

HTTP Proxy Server
Certain online operations such as checking for program updates and sending product feedback use a HTTP (web) connection to send and retrieve information from the Complete Time Tracking web site. If you use a HTTP proxy server for your Internet web connection then the proxy server details need to be configured in Complete Time Tracking for the online operations to work. The proxy server and port must be specified. The username and password are optional and should only be supplied if these details are required by your proxy server.

Start when Windows starts
Complete Time Tracking Professional will automatically run when you start Windows, allowing you to immediately begin using it.

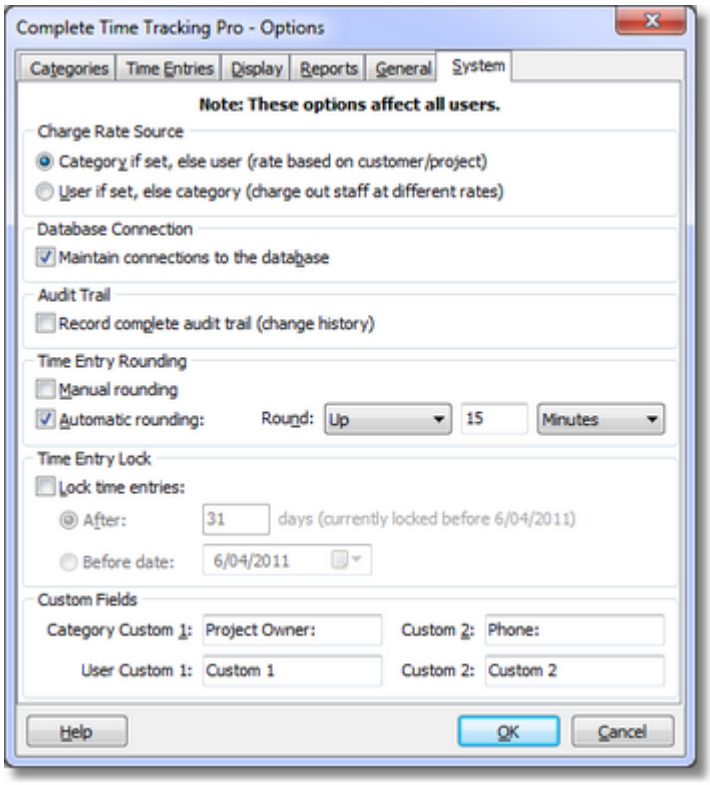
See also:
Category Options
Time Entry Options
Reports Options
Display Options
System Options

4.5.6 System

System Options

System options are global and affect all users.

Note: Only users with security access to Configure System Options will have this functionality.



Charge Rate Source

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The charge rate source determines the priority used when determining the charge hourly rate (billing rate). Charge hourly rates may be set for categories and/or users depending on whether you charge a different rate for each customer/project or a different rate for each staff member.

If a user is tracking time to a project category for a customer and both the user and category have a charge hourly rate set then the *Charge Rate Source* option determines which has priority.

Database Connections
Permanent connections to the central server database are normally used however the system administrator can specify that temporary connections are used. Using temporary connections allows for more scalability so that a larger number of users can be accommodated on a single server computer because network and memory resources are only required when a connection to the database is active. Temporary connections can also help remote users in situations where the network connection to the server computer is somewhat unreliable, avoiding delays detecting a network connection failure.

Security actions specify whether each user has the ability to override the system database connections setting. This allows individual users to use a setting most suitable for their situation.

Audit Trail
When the Complete audit trail option is enabled every addition, modification, and deletion of users, user security actions, categories and time entries is recorded. The details recorded include the user who made the change, the date-time of the change, the type of change (add, change, delete), and the details before and after the change.

The audit trail helps with compliancy requirements and helps to monitor system security. It can currently be queried using direct database access.

Note: The audit trail stores significant information in the database and should only be enabled if it is a required feature.

Time Entry Rounding
Time entries can be manually or automatically rounded. When manual rounding is enabled you can override the duration of each time entry in the Edit Time Entries window. When automatic rounding is enabled you must select how to apply the rounding. Time entries can be rounded up, down or to the nearest (up or down) number of minutes or hours specified.

For example, if the actual duration of the time entry is 22 minutes (0.37 hours) the time entry would be rounded as follows:

Rounding	Rounded Duration
Up 15 minutes	30 minutes
Down 15 minutes	15 minutes
Nearest 15 minutes	15 minutes
Up 0.1 hours	0.4 hours (24 minutes)
Down 0.1 hours	0.3 hours (18 minutes)
Nearest 0.1 hours	0.4 hours (24 minutes)

If both manual and automatic rounding are enabled the duration is automatically calculated but can be manually changed. If the start time, end time or actual duration of the time entry is changed the duration will be automatically calculated again.

Time Entry Lock
Time entries can be automatically locked to prevent modification or deletion. Two locking methods are provided based on the time entry start date:

- After a specific number of days
- Prior to a given date

Only users with security access to Edit Locked Time Entries will be able to modify and delete locked time entries.

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Custom Fields
Two customizable category data fields and user data fields are provided to allow you to record specific information applicable in your organization for future reference. Name each of these fields in the System Options.

See also:
Category Options
Time Entry Options
Display Options
Reports Options
General Options

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Part V

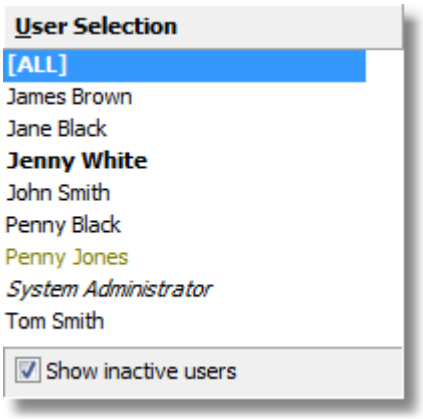
5 Users and Security

5.1 Selecting Users

Selecting users is important in the User Configuration window. The administrator and other users authorized to view time entries from other users can also select users in the Edit Time Entries and Reports windows to select what time entries to display or include in reports. Users without this security access can only display and report on their own time entries.

Normally, only active Complete Time Tracking users will be displayed in the User Selection area. If the Show inactive users box at the bottom of the user list is selected then inactive users will also be displayed, in colored text.

The User Selection window looks like this:



- A user in **bold** text is the current user logged into Complete Time Tracking
- The user in *italics* is the system administrator
- An inactive user is displayed in colored text.

The Edit Time Entries and Reports windows allow multiple users to be selected. The selections are remembered between sessions. The selection options are as follows:

[ALL]: Select this item to include time entries for all users.
Single User: Include time entries for the selected user only.
Multiple Users: To select a range of users select the first user and then hold the *shift* key and select the last user. To select multiple individual users not adjacent to each other hold the *control* key when selecting them. Users may be selected and de-selected.

Note:

- Only users with security access to View Time Entries From Other Users will have access to this functionality.

See also:
Configuring Users
Adding Users
Deleting and Deactivating Users
Changing User Details and Passwords
Configuring User Security Actions

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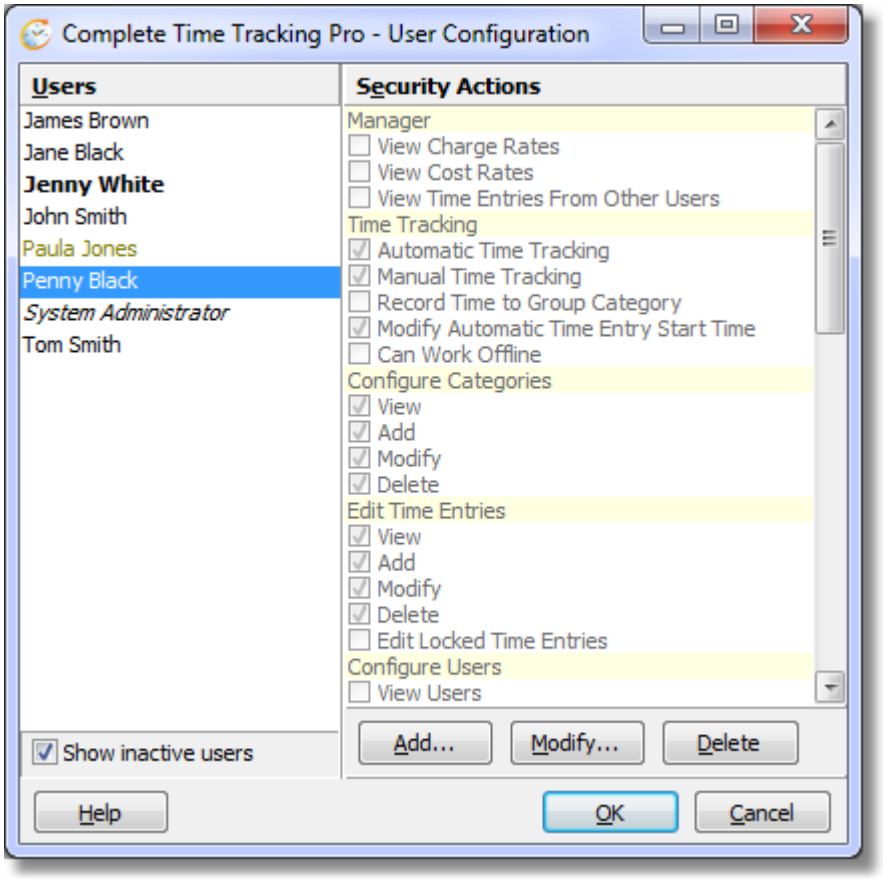
5.2 Configuring Users Overview

In Complete Time Tracking Professional, an administrator or authorized user must create a user login account for each user. A new user is assigned a user name and password. These are used to log in to Complete Time Tracking Professional. To configure users select the Users and Security option from the Tools menu or select the button on the toolbar. Each user can optionally be assigned a charge hourly rate and a cost hourly rate. These track billable amounts when using staff based charging and help track labor costs.

Note: Only Users who have security access to View Users will be able to access the User Configuration window.

The User Configuration window looks like this:



The User Selection area to the left of the window contains a list of configured users.

The Security Actions area to the right of the window contains a list of security access settings showing which are activated for the selected user.

User Details

Each user is assigned the following details.

Name
The person's full (descriptive) name. This is not case sensitive. Required.

User Name
Login name - this must be unique within the time tracking database. Required.

Password

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The password that the user must enter when logging in. This is case sensitive. Required.

Cost Rate
An optional hourly rate that determines the labor cost of the user.

Charge Rate
An optional hourly charge rate used to track billable amounts or to see income. The amount earned is displayed for the current time entry in the main time tracking window, when editing time entries and in reports. The source of the charge hourly rate can be the category or the user depending on the Charge Rate Source system setting.

User is Active
Only active users are permitted to log in. Setting a user to inactive rather than deleting the user will prevent them from logging in and retain their time entries for reporting.

Notes
Optional notes for the user, such as their position in the company, location or contact details.

Tags
Users can have user defined tags as a kind of categorization or grouping. Enter these as comma separated values or click the tag selection button to select from previously used user tags.

Custom Fields
Two customizable data fields are provided to allow you to record specific information applicable to users in your organization for future reference. The Notes field should be used for general information. The name of the custom fields can be customized in the System Options.

External Reference
An external reference data field is provided to assist integration with other systems when using direct database access by proving a method to match users in Complete Time Tracking with users in the external system. Enter the external systems unique identifier for the user.

See also:
Adding Users
Deleting and Deactivating Users
Modifying User Details and Passwords
Security Actions

5.2.1 Adding Users

A new user may be added to the database by the administrator or other users authorized to add users.

HOW-TO
Adding a User
1. Log in to Complete Time Tracking Professional as the System administrator or other user authorized to add new users.
2. Display the User Configuration window.
3. Select the Add button in the User Selection area or right click on the user and select Add User.

The Add User window will appear as follows:

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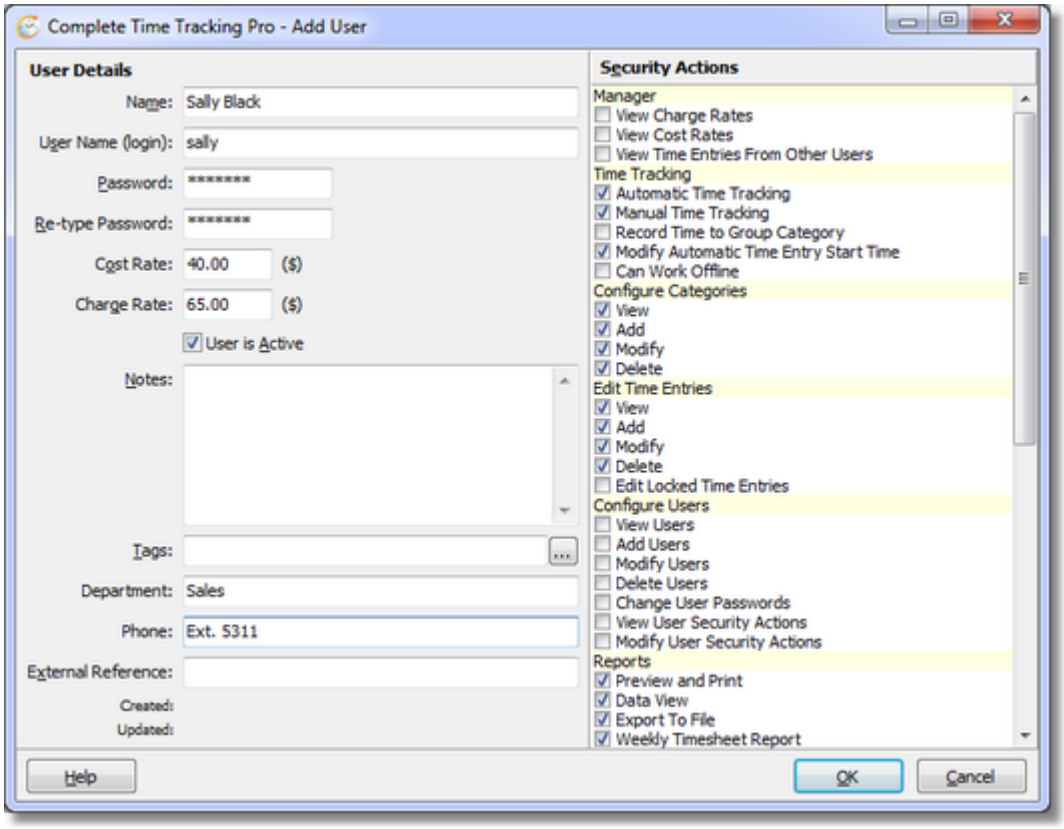

4. Enter the user details.
5. Select the Security Actions the user will have access to.
6. Select the OK button when finished. The user will appear in the user list in the main User Configuration window.
7. You may add several users in succession by repeating steps 3 to 6.
8. Once all users are added select OK in the User Configuration window to save all new users.

Note: Only users with security access to Add Users will have access to this functionality.

Important: The User Name is not case sensitive but the password *is* case sensitive. It is recommend that you create the User Password using at least 8 characters and a mixture of letters, numbers and symbols. Re-enter the same password in the second field to confirm that it was entered correctly.

Change History

The date, time and user that created the user and that last updated the user are displayed with the user details.

See also:
Configuring Users
Deleting and Deactivating Users
Modifying User Details and Passwords
Security Actions

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5.2.2 Deleting and Deactivating Users

A user may be deleted or alternatively deactivated from the database by the administrator or other user authorized to modify user details. When a user is deleted or deactivated they will not be able to log in to Complete Time Tracking Professional. Inactive users can be re-activated at a later date.

HOW-TO
Deleting a User
1. Log in to Complete Time Tracking Professional as the System administrator or other user authorized to delete users.
2. Select the Users and Security option from the Tools menu or select the button on the toolbar.
3. Select the user you are going to delete from the User Selection area. You might need to select the Show Inactive Users option if you need to delete an inactive user.
4. Select the Delete button or alternatively right click on the user and select Delete User or select the user and press the Delete key. You will be prompted to confirm this action.
5. Select OK to confirm the delete. The user will no longer appear in the User Selection area.
6. Select OK in the main User Configuration window to save all user configuration changes.

Note:
- Only users with security access to Delete Users will have access to this functionality.
- The system administrator user cannot be deleted. The delete button is deactivated for the system administrator.

Warning: If a user is deleted from the database then all time entries for that user will also be deleted.

HOW-TO
Deactivating a User
1. Log in to Complete Time Tracking Professional as the System administrator or other user authorized to modify user details.
2. Select the Users and Security option from the Tools menu or select the button on the toolbar.
3. Select the user you are going to deactivate from the User Selection area.
4. Select the Modify button. The Modify User window will appear.
5. In the User Details window, un-check the User is Active option.
6. Select the OK button when finished. The user will appear in the user list in the main User Configuration window in colored text to indicate that it is inactive.
7. To save all changes to user configuration select the OK button on the main User Configuration window.

Note:
- Only users with security access to Modify Users will have access to this functionality.
- The system administrator user is restricted and cannot be deactivated.
- When a user is inactive you will still be able to view the user's time entries however the user will not be able to log in to Complete Time Tracking.

HOW-TO
Activating an Inactive User
Follow the steps for Deactivating a User but in step 3 select the Show Inactive Users option in the User Selection area to find the inactive user and in step 5 check the User is Active option.

See also:
Selecting Users
Adding Users
Modifying User Details and Passwords
Security Actions

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5.2.3 Modifying User Details and Passwords

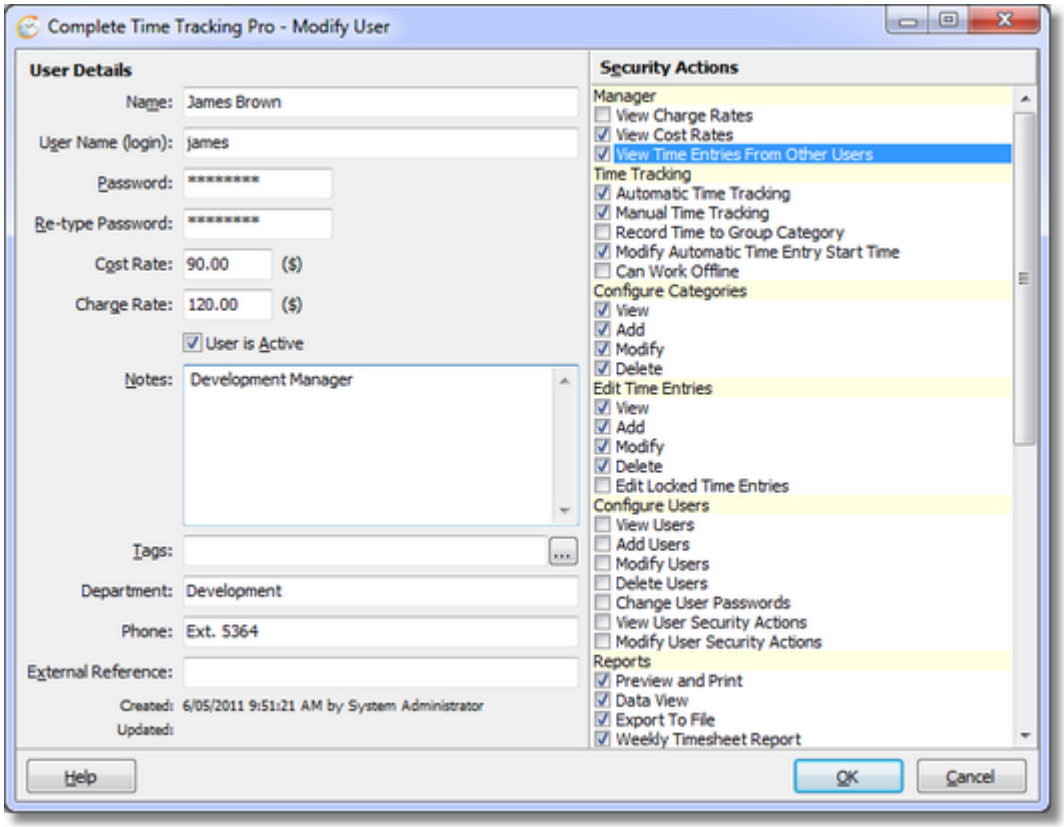
A users details, including their password, may be changed at any time by a system administrator or other user authorized to modify user details.

Note: Users can change their own password before logging in to Complete Time Tracking from the login window.

HOW-TO

Change User Details

1. Log in to Complete Time Tracking Professional as the System administrator or other user authorized to modify user details.
2. Select the Users and Security option from the Tools menu or select the button on the toolbar.
3. Select the user you are going to modify from the User Selection area. You might need to select the Show Inactive Users option if you need to modify an inactive user.
4. Select the Modify button or alternatively right-click the category and select Modify User or double click on the category. The Modify User window will appear and looks like this:



5. You can change the Name, User Name, and User Password (see the Change User Password section), deactivate/activate the user or change the users Security Actions.
6. Select the OK button once all changes have been made.
7. You may modify several users in succession by repeating steps 3 to 6.
8. Once all users are modified select OK in the User Configuration window to save all changes. The modified User Details will take effect at next login by the modified users.

Note:

- Only users with security access to Modify Users will have access to this functionality.

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- The system administrator user is restricted. The User Name of the system administrator user cannot be changed and the user cannot be deactivated.

HOW-TO
Change User Password
1. Log in to Complete Time Tracking Professional as the System administrator or other user authorized to modify user details and change user passwords.
2. Select the Users and Security option from the Tools menu or select the button on the toolbar.
3. Select the user to change the password for from the User Selection area. You might need to select the Show Inactive Users option if you need to change the password of an inactive user.
4. Select the Modify button. The Modify User window will appear (refer to the Modify User window in step 4 of Change User Details).
5. To change the password enter a new password into the User Password and confirm it by entering the new password again in the Re-type Password.
6. Select the OK button.
7. To save all changes to user configuration select the OK button on the main User Configuration window. The new password will take effect at next login by the selected user.

Important: The Password is case sensitive however the User Name is not. It is recommend that you create the User Password using at least 6 characters and a mixture of letters, numbers and symbols.

Note: Only users with security access to Change User Passwords will have access to this functionality.

Change History

The date, time and user that created the user and that last updated the user are displayed with the user details.

See also:
Selecting Users
Adding Users
Deleting and Deactivating Users
Security Actions

5.3 Security Actions Overview

A user can be created by the system administrator or other authorized users and assigned access to certain actions. Complete Time Tracking Professional has default settings for security actions for new users. All non-default security actions for a new user can be selected by the system administrator or authorized users if required. Default actions can also be disabled.

The user security actions can be changed at any time by the system administrator or other authorized user and will take effect at next log in for the selected user.

Default Security Actions
The following security actions are selected by default for a newly created user.
- Manager - none
- Time Tracking - all except Record Time To Group Category and Can Work Offline
- Configure Categories - all
- Edit Time Entries - all
- Configure Users - none
- Reports - Single-user reports only
- System - none

All other actions will not be selected by default but can be selected when adding or modifying a

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user.

Description of Security Actions by Category
The following Actions can be enabled or disabled for each user:

Manager
- *View Charge Rates* - View the charge hourly rate set for each category or user and the billing amounts recorded in time entries and reports.
- *View Cost Rates* - View the cost hourly rate set for each user and the cost amounts recorded in time entries and reports.
- *View Time Entries From Other Users* - Allows a user to have access to time entries for other users. The user must also be assigned the appropriate view, add, modify, delete or report actions.
  For example: A user with View Time Entries from Other Users access and View access for Edit Time Entries will be able to view the time entries for any user.

Time Tracking is the process which allows users to record time to categories. This can be done using the following actions:
- *Automatic Time Tracking* - Use the timer on the main window to start/stop time entry recording.
- *Manual Time Tracking* - Add time entries on the main window by entering the start and end times manually.
- *Record Time to Group Category* - this will allow a user to select a Group category to add time entries to when a specific subcategory is not applicable.
- *Modify Automatic Time Entry Start Time* - Change the start time for the current time entry being recorded using the timer on the main window.
- *Can Work Offline* - Enable the use of the offline time tracking feature for mobile or remote users.

Configure Categories allows a user to define categories to track their time to. This can be done using the following actions:
- *View*
- *Add*
- *Modify*
- *Delete*

Edit Time Entries allows a user to add, modify and delete recorded time using the Edit Time Entries window. This can be done using the following actions:
- *View*
- *Add*
- *Modify*
- *Delete*
- *Edit Locked Time Entries*

Configure Users allows a user to add new users, modify or delete existing users and user security and passwords.
- *View Users*
- *Add Users*
- *Modify Users*
- *Delete Users*
- *Change User Passwords*
- *View User Security Actions*
- *Modify User Security Actions*

Reports allows a user to view, print, copy to the clipboard, and export to file time entries and optionally billing amounts.
- *Preview and Print*
- *Data View*
- *Export To File*
- *Weekly Timesheet Report*

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- *Summary By Date Report*
- *Summary By Date By Category Report*
- *Summary By Date By User Report*
- *Summary By Category Report*
- *Summary By Category By Date Report*
- *Summary by Category By User Report*
- *Summary by Category Tag Report*
- *Summary By User Report*
- *Summary By User By Date Report*
- *Summary By User By Category Report*
- *Summary By User Tag Report*
- *Summary By Time Entry Tag Report*
- *Project Status Report*
- *Project Risk Report*
- *Details By Date Report*
- *Details by Category Report*
- *Details by Category Tag Report*
- *Details by User Report*
- *Details by User Tag Report*
- *Details by Time Entry Tag Report*
- *Full Details Report*

System

- *Configure System Options* - Allows the user to change the system program options which affect all users.
- *Can Override "Maintain Database Connection" Option* - Allows user to change the system default for maintaining connections to the database.
- *Backup Database*
- *Restore Database*
- *Server Status* - The state of the database server can be viewed and changed when the user is logged on to the server computer.
- *Run Database Scripts* - This allows the user to run diagnostic and maintenance database scripts when directed by Complete Time Tracking support staff.

Important: For all Security Action Categories that have a View option, a user must be given access to view in order to have access to add, modify, delete or any other Security Action option in that category. However for Reports a user must have access to any one or more of Preview and Print, Data View or Export To File to access the Reports window.

See also:
Configuring User Security Actions
Selecting Users
Adding Users
Changing User Details and Passwords

5.3.1 Configuring User Security Actions

You can set the user security actions for a new or existing user from the Add or Modify User window.

The Security Actions are displayed in an area in the right of the User Configuration window.

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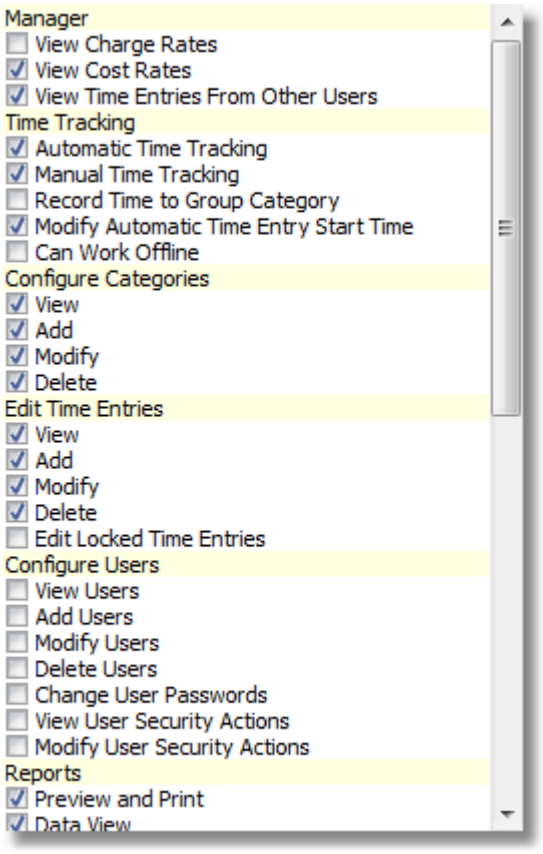

HOW-TO

Configure Security Actions

1. In the list of security actions check the actions the user should have access to and uncheck the actions that the user should not have access to. By default a new user will have access to particular actions (see the Security Actions Overview), however these can be changed.
2. Select OK when you have finished setting the users security actions.
3. To save all changes to user configuration select the OK button on the main User Configuration window. The modified security actions will take effect at next login by the users.

Note:

- Only users with security access to Modify User Security Actions or Add Users will have access to this functionality.
- The system administrator user has access to all security actions and these security actions cannot be changed.

See also:

Security Actions Overview
Selecting Users
Adding Users
Changing User Details and Passwords

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Part VI

6 User Login

6.1 Logging In

To use Complete Time Tracking Professional you must first log in. An administrator or authorized user must create a user login account for you and provide you with the following login details.

- *Server*
- *User Name* (the user's login name)
- *Password* (case sensitive)

Server
The Server specifies which central time tracking database to connect to. There are three components to the Server: the server computer name or IP address, the TCP port (optional if the default port is used), and the database name (optional if the default database is used). The format of Server is as follows:

ServerComputer/TCPPort:DatabaseName

For example:

server01
10.0.120.5
server01.company.com
server01/18400
server01:MyDepartment
server01.company.com/18400:MyDepartment

User Name
The User Name is set by the person that created your user account. It is not case sensitive.

Password
The Password is initially set by the person that created your user account.

Note: The password is case sensitive.

Important: You should change the initial password assigned you to something secure that you will remember. It is recommended that you change your password periodically.

Offline Time Tracking
If you have previously worked offline on the computer that you are currently using then an additional Work Offline option will be visible in the login window. See Offline Time Tracking for more information.

Remember Password
The Remember Password option stores the entered password securely and allows you to be automatically logged in when Complete Time Tracking is started to avoid the need to enter it each time. It should be used with caution as it allows anyone with access to your Windows account to log in to Complete Time Tracking. To clear the remember password option select Log Off from the File menu when logged in.

HOW-TO
Logging In
1. Start Complete Time Tracking Professional by selecting Complete Time Tracking Professional from the start menu or program shortcut. You can also set Complete Time Tracking Professional to start automatically when you log in to Windows.
2. The Login window will appear.

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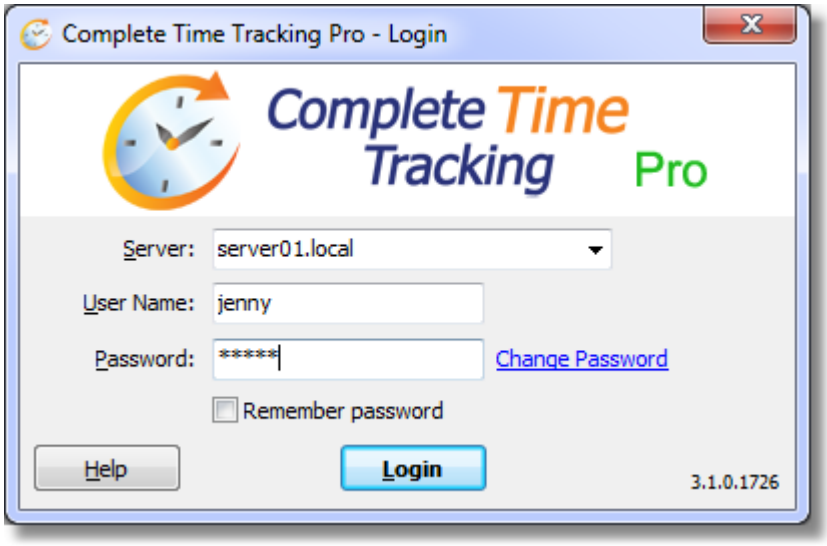

3. Enter the Server, User Name and Password details.
4. Select Login.

When logged in the server name and your user name are displayed in the programs About window, accessible from the Help, About menu item.

To log off or log on as a different user select Log Off from the File menu. Closing Complete Time Tracking will automatically log you off.

HOW-TO
Logging Off
You can log off by selecting Log Off from the File menu in Complete Time Tracking. Selecting Log Off will take you back to the Login window (where you can log in again at a later time).

See also:
Changing Your Password
Clients and Servers

6.2 Changing Your Password

You can change your password from the login window. You should change your password on your initial login and periodically thereafter. Although not strictly required your password should be at least 8 characters long and contain a mixture of letters, numbers and symbols and not something easy for another person to guess.

HOW-TO
Change Your Password
1. Start Complete Time Tracking Professional by selecting Complete Time Tracking Professional from the start menu or program shortcut.
2. The Login window will appear

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3. Enter your server details and optionally your user name.
4. Select Change Password.
5. The Change Password window will appear.

6. Enter your user name.
7. Enter your old password.
8. Enter your new password.
9. Re-type your new password.
10. Select OK.

Note: Once your password has been changed you will return to the main login window where you can log in using your new password.

See also:
Logging In
Clients and Servers

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Part VII

7 Tracking Time

7.1 Tracking Your Time

Introduction to Time Tracking

Time tracking is the process of adding time entries to categories. For information on how to define your own categories see Configuring Categories.

Complete Time Tracking Professional has two time tracking modes, automatic and manual. You can easily toggle between the two time tracking modes by selecting the appropriate mode from the Edit menu or by clicking the button on the toolbar to change to automatic mode or the button to change to manual mode.

Note: You must first stop time recording to switch from automatic to manual time tracking mode. Only Users who have security access to both Automatic and Manual time tacking will have the functionality to record time in the two modes.

For an overview of the three main time tracking methods see the First Steps section.

The main tracking window can be made partially transparent, allowing it to be more conveniently positioned over other windows and remain visible and accessible

Automatic Time Tracking
Automatic time tracking uses a start/stop "stopwatch" system to record your time. When you commence work on a particular category you start the timer and when you finish work you stop the timer.

Continuous recording means that instead of stopping and starting the timer for each category you can leave the timer running and simply select a different category. Time will automatically stop recording on the original category and start recording on the new category.

For detailed information see Automatic Time Tracking.

When using automatic time tracking you can also track idle time. Complete Time Tracking keeps track of the time that you are not using the computer and prompt you with what to do with the idle time or automatically stop the timer and start it again when you return to the computer. See the Automatic Timer Idle Time program options for more details.

Manual Time Tracking
With manual time tracking you enter the start time and the end time or duration.

For detailed information see Manual Time Tracking.

Selecting a Category
To track your time using either the automatic or manual time tracking mode you must first select the appropriate category to add the time entry to. The green category links to the left of the main window are used to select the category.

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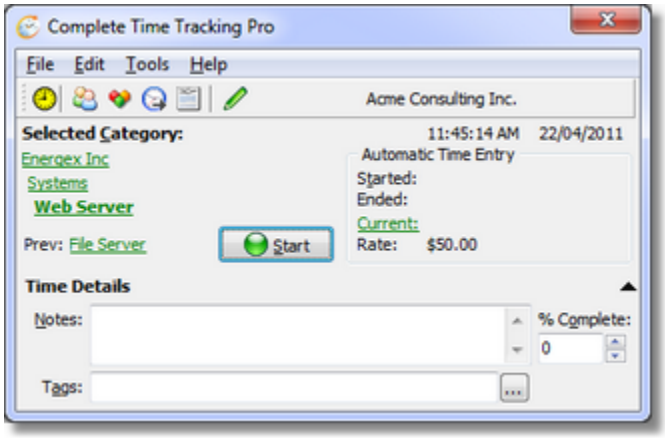
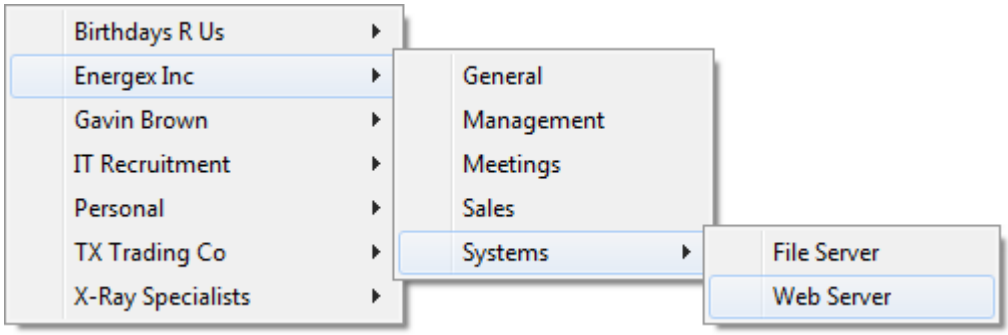


This list of category links shows the category tree "branch" for the selected category, showing up to three category levels. The selected category is shown last, with its Group categories above. If a category more than three levels deep is selected a popup hint displays the hierarchy for the top category if the mouse is positioned over it. This is useful when selecting deeply nested categories to see which higher level Group categories are selected.

In the previous figure the selected category is Web Server, a task for a Systems project for customer Energex Inc.

When a category link is clicked a popup menu appears allowing you to select the appropriate category. The popup menu appears automatically when the mouse cursor is positioned over the links if the single click category selection option is enabled. An example popup menu is shown in the following figure:



The categories that appear in the popup menu depend on which category link that you click:
First category link: All categories from the top level.
Second category link: All categories from the same level as the category clicked.
Third category link: All categories from the same level as the category clicked.

For example in the previous category links screen shot clicking the Systems category link will display the categories General, Management, Sales and Systems and allow you to select them or their sub categories.

Changing Categories Without Restarting the Timer
If the timer is running in Automatic Time Tracking mode and the control (ctrl) key is held when a category is selected the timer is not restarted and a time entry is not created. The category is simply changed to the new category and the timer continues to run. This is useful when a category is incorrectly selected to change to the correct category without interrupting the timer.

Selecting a Group (Parent) Category
Sometimes you need to add time entries that are not applicable to a specific category. There are two approaches to this:

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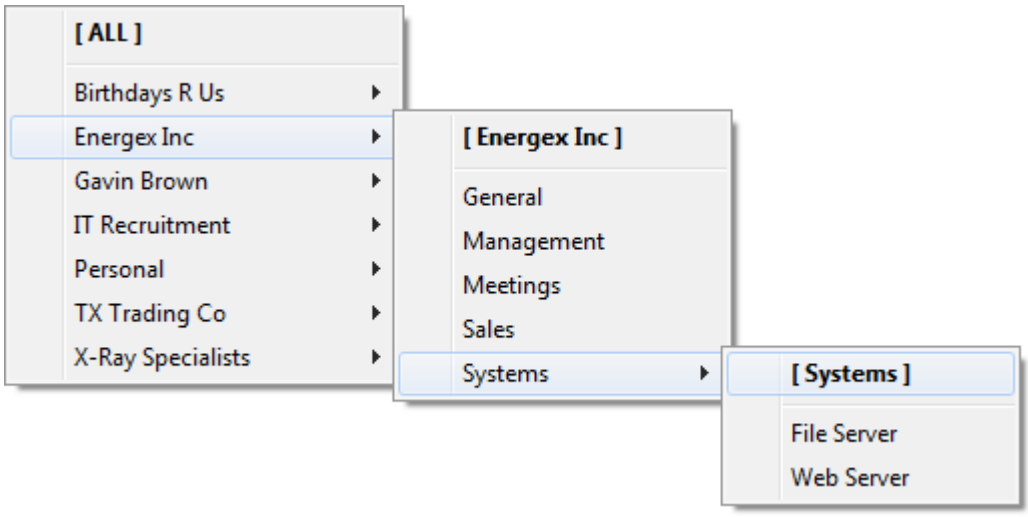
1. Create "General", "Other", "Misc" or similar categories and add time entries to them.
2. Add time entries to the Group category.

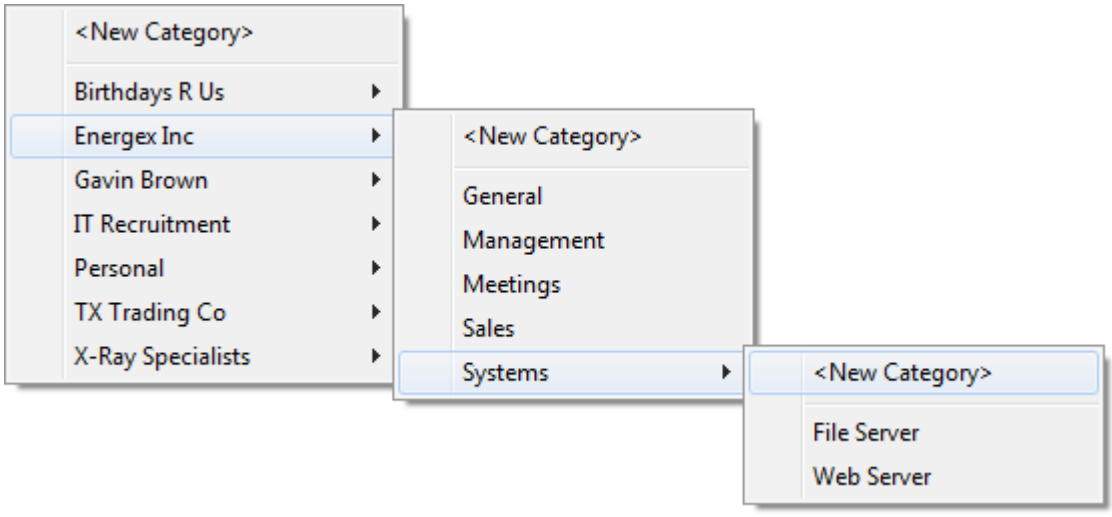
For example, you may be working on the Energex Inc, Systems project and need to record some general time spent on the project. You could create a General subcategory and record the time to it or alternatively record time to the Systems project Group category.

By default you cannot select a Group category to add time entries to. You can enable or disable Group category selection from the program options dialog, however, only users with security access to Record Time to Group Category will have access to this functionality. When enabled the Group category is displayed at the top of the subcategory list. This is demonstrated in the following screen shot to select the example Systems Group category:



Selecting the Previous Category
The previously selected category is displayed below the currently selected category and can be easily re-selected by clicking it. This makes it easy to temporarily switch to a different category and then back to the original category. A popup hint displays the full category hierarchy if the mouse is positioned over the previous category.

Quick Add New Category
New categories can be added from the popup category selection menu by clicking the <New Category> menu item. The newly created category is then selected.



Note: Only users with View and Add security access for Configure Categories will be able to add

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categories in this way.

Time Details
Time entry details are displayed at the bottom of the main time tracking window. They are optional and are saved when the time entry is added. To show or hide the time entry details on the main window click the Time Details title bar or the down or up arrow to the right of the heading. Time entry details are also displayed when editing time entries and in reports.

Notes
Notes can be used as a reference of work done. They can later be viewed when editing time entries and displayed in detail reports.

Percent Complete
The percent complete marks the progress of work in the selected category. When the time entry is added the category is updated with the percent complete and it is also recorded in the time entry as a historical reference.

Tags
Time entries can have user defined tags as a kind of categorization or grouping. Enter these as comma separated values or click the tag selection button to select from previously used time entry tags.

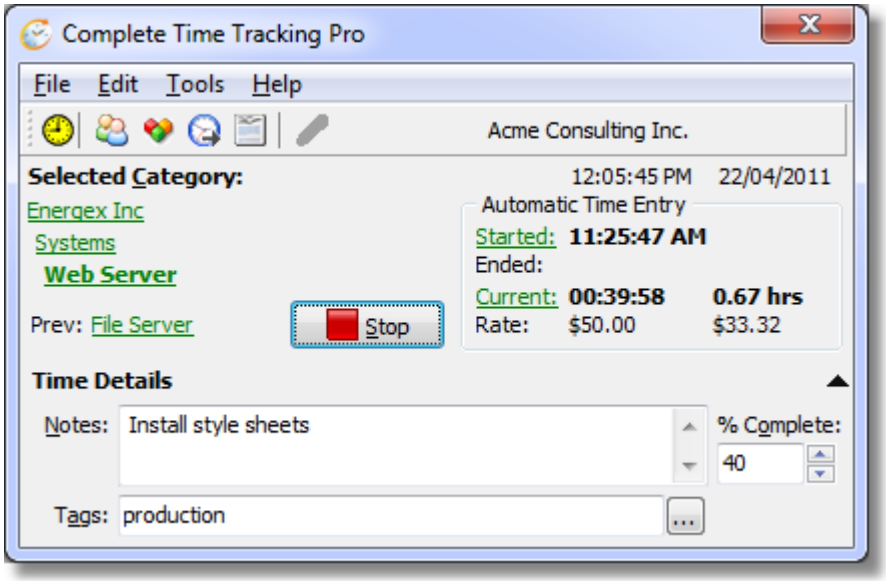
See also:
Automatic Time Tracking
Manual Time Tracking

7.1.1 Automatic Time Tracking

Complete Time Tracking Professional has two time tracking modes, Automatic and Manual.

Automatic time tracking uses a start/stop "stopwatch" system to record your time. When you commence work on a particular category you start the timer and when you finish work on that category you either stop the timer or select a different category to automatically stop recording time for the original category and start recording time for the new category.

When in automatic time tracking mode Complete Time Tracking Professional looks like this:



HOW-TO

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Tracking Time Automatically

1. Ensure that you are in automatic time tracking mode. If you are in manual time tracking mode then the button will be displayed on the toolbar. Click it to change to automatic time tracking mode.
2. Select the category to record your time against.
3. Click the Start button when you commence work on the category.
4. Optionally enter any time details as you work.
5. Click the Stop button when you end work on the category or select a different category to automatically stop recording on the current category and start recording to the newly selected category.

Note: Only users with security access to Automatic Time Tracking will be able to record time automatically.

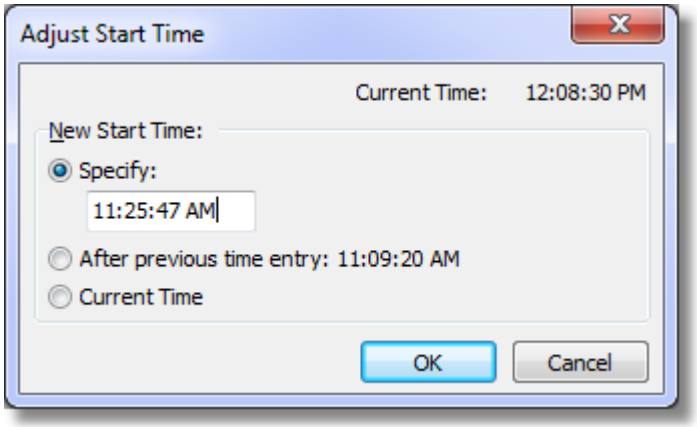
You can change categories without interrupting the timer by holding the control (ctrl) key when selecting a category.

Time entries that span two dates will be automatically split if the automatically split time entries option is selected.

Automatic Time Tracking Display
Several items are displayed when in automatic time tracking mode. Information is displayed for the time currently being recorded or the previous time entry added (if recording is stopped). The information includes:

- The current time and date.
- The recording start time.
- The recording end time (if recording is stopped).
- The duration in hours:minutes:seconds for the current time entry, or total duration for the day.
- The duration in hours (fractional) for the current time entry, or total duration for the day.
- The hourly rate for the selected category.
- The amount earned based on the hourly rate and duration.

Adjust Start Time
When time is currently recording you can change the start time by clicking the Started text. The Adjust Start Time dialog will appear. **Note**: This option may only be available for some users.



You can choose whether to display the current duration and amount earned or the total duration and amount earned on the main window by clicking the Current text and choosing the appropriate option from the popup menu.

See also:
Tracking Your Time
Manual Time Tracking

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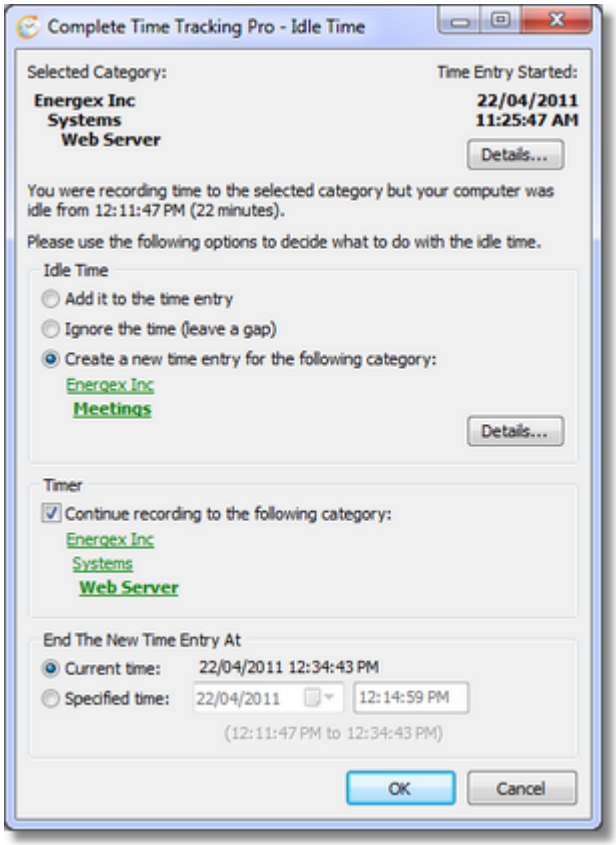
7.1.1.1 Idle Time

When you use the automatic time tracking mode, Complete Time Tracking monitors the computers idle time, the time since the last mouse or keyboard input. Using the configurable idle time options you can set Complete Time Tracking to prompt you with what to do with the idle time, or to simply stop the timer, once the configured idle time interval is reached. If you select to stop the timer on idle you also have the option to automatically start the timer again when the computer is active.

The inactive time period and the action to take when the computer is idle for the inactive time period can be configured in the program options.

Idle Time Prompt
When the idle time option is set to *Ask what to do with the idle time* an idle time prompt window will be displayed after the configurable inactivity time.



The idle prompt window displays the category that time was being recorded to, the time that the time entry was started and the amount of time that the computer has been idle.

There are three options that determine how the idle time is handled:

- *Add it to the time entry*: The original time entry is extended/continued with the idle time period.
- *Ignore the time (leave a gap)*: The original time entry is stopped and the idle time is not recorded.
- *Create a new time entry for the following category*: The original time entry is stopped and a new time entry is created for the idle time period.

Once you have selected how to handle the idle time select OK to accept the selections or Cancel to simply continue recording to the original category as if the idle time did not occur.

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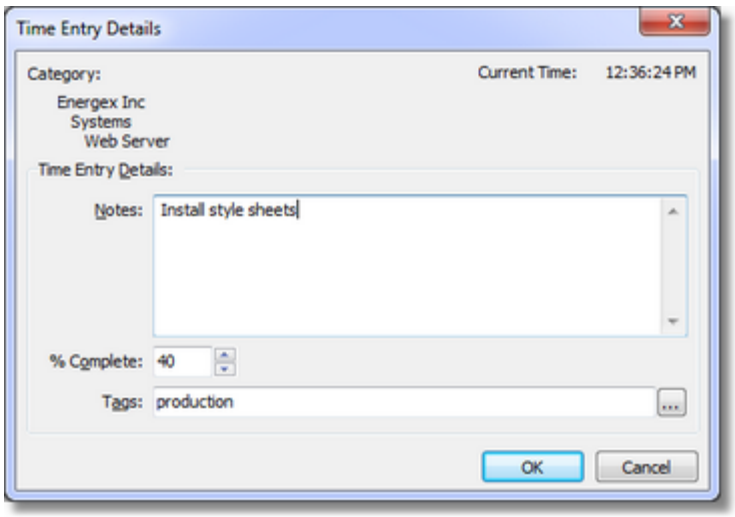
Continue Timer
You can also select whether to continue or stop the timer and with most choices the time entry start or end date and time can also be adjusted.

Time Entry Details
You can view and change the time entry details for the original time entry and for the new time entry if allocating the idle time to a new time entry. Click the Details button for the time entry.



See also:
Configuring idle time detection

7.1.2 Manual Time Tracking

Complete Time Tracking Professional has two time tracking modes, Automatic and Manual.

With manual time tracking you enter the start time and the end time or duration of the time entry that you need to add. Manual time tracking is typically used when you spend most of your time away from the computer or for quickly bringing the time tracking up to date for events earlier on the current day such as meetings or work at a remote location.

Note: The manual time tracking mode in the main time tracking window can only be used to enter time for the current day. The Edit Time Entries window can be used to add and modify time for previous days.

When in manual time tracking mode Complete Time Tracking Professional looks like this:

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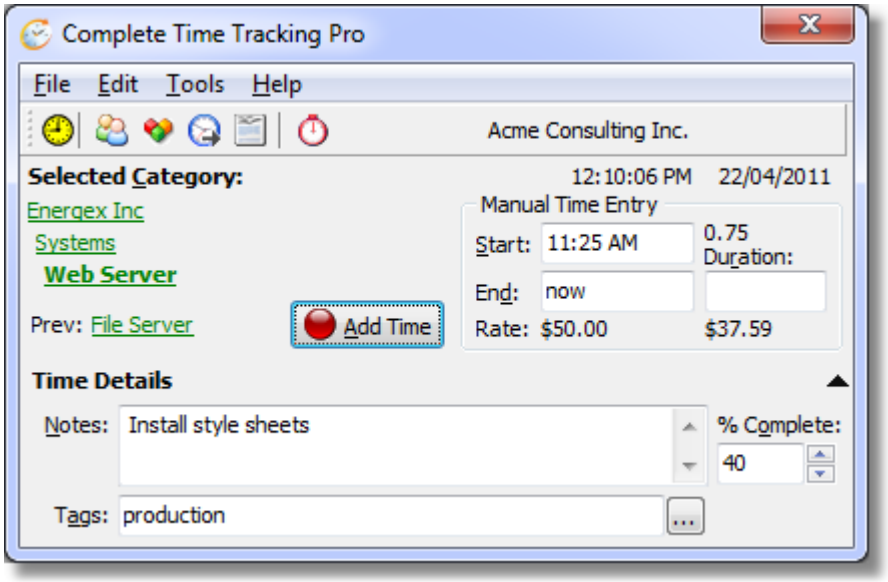

HOW-TO

Tracking Time Manually

1. Ensure that you are in manual time tracking mode. If you are in automatic time tracking mode then the button will be displayed on the toolbar. You can click this button to change to the manual time tracking mode.
2. Select the category to add the time entry to.
3. Enter the start time. For example: 14:30, or 2:30 PM.
4. Enter the end time or alternatively the duration. When you change one the other is automatically adjusted based on the start time.
5. Optionally enter any time details.
6. Click the Add Time button to record the time entry.

Note: Only users with security access to Manual Time Tracking will be able to record time manually.
See the Time and Duration Formats for valid values that you can enter.

Manual Time Tracking Display

Several items are displayed when in manual time tracking mode. Three items are used to manually record time for the selected category. The information includes:

- The current time and date.
- The start time. You enter this information.
- The end time. You enter this information or alternatively the duration.
- The duration. You enter this information or alternatively the end time.
- The hourly rate for the selected task.
- The amount earned based on the hourly rate and duration.

Time and Duration Formats

The valid start and end time formats are shown in the table below. You can optionally use the time separators : and . and the time separator used in your country to separate hours, minutes and seconds. The pre/post midday suffix such as am/AM and pm/PM used in your country is optional. Times without the pre/post midday suffix are interpreted in 24-hour format.

Time Entry	Interpreted As (24-hour)
10	10:00
17	17:00
5PM	17:00
930	09:30

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1730	17:30
173045	17:30:45
9:30	09:30
9:30AM	09:30
9:30pm	21:30
0:00	00:00
12:00	12:00
12:00AM	00:00
21:30	21:30
21:30:45	21:30:45
now	The time when the Add Time button is clicked

The duration can be entered either in time format as above or fractional hours containing your local decimal symbol, such as the period '.'. For example, in the U.S. and U.K. the following time entries are valid:

Duration Entry	Interpreted As
1	1 hour
1.5	1 hour 30 minutes
1:00	1 hour
1:30	1 hour 30 minutes
1:15:30	1 hour 15 minutes 30 seconds

See also:
Tracking Your Time
Automatic Time Tracking

7.2 Editing Time Entries

You can add time entries for any day (including previous days) and modify or delete previous time entries using the Edit Time Entries window. To access the window click the button on the toolbar or select Edit Time Entries from the Tools menu.

From the Edit Time Entries window you can Add, Modify and Delete time entries and display and fix Gaps and Overlaps.

Note: Your security access may restrict you from accessing the Edit Time Entries window or the add, modify and delete functions within it. Additionally, time entries may be locked to prevent modification or deletion. Only users with security access to Edit Locked Time Entries will be able to modify and delete locked time entries.

Time Entry Details

Time entries record a specific task performed in a given period of time by a specific user. They have the following details:

Item	Description
Category	This defines what task was performed by dividing time entries into a hierarchical category such as by client, project, task, system or any user-defined type.
User	The user that performed the task. This is only visible to users that have access to view time entries from other users.
Start Date and Time	When the task started.
End Date and Time	When the task finished.
Duration	The actual duration of the task (difference between the start and end date and time).
Rounded Duration	The automatically or manually rounded duration. A manually rounded duration overrides an automatically rounded duration and

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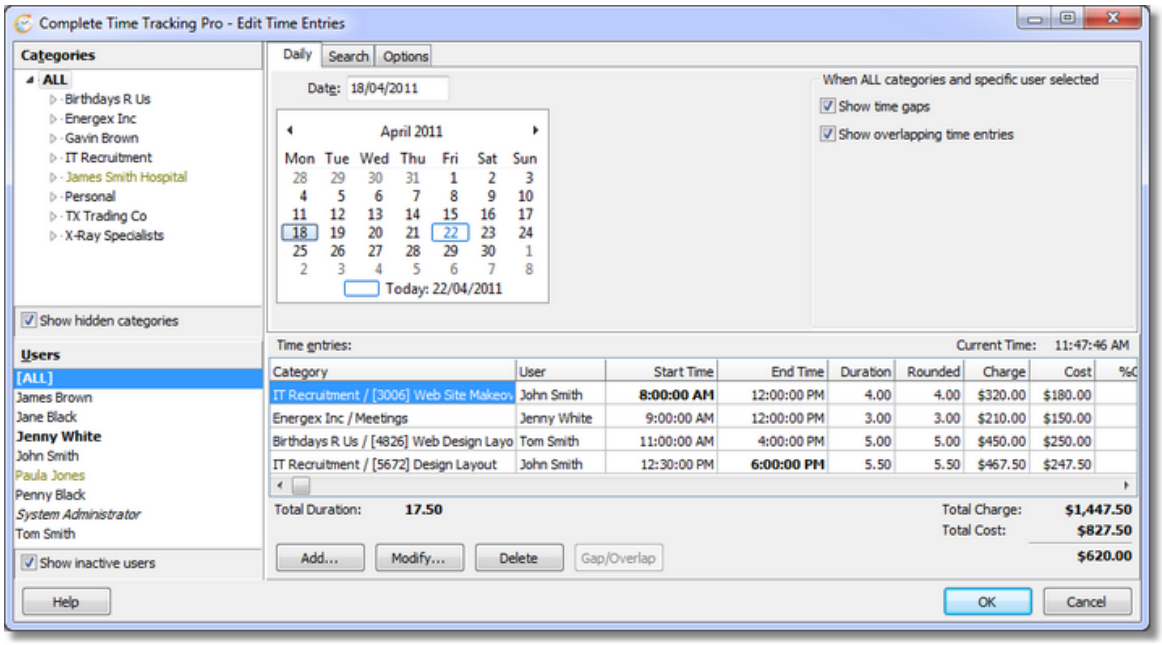
	a manually rounded duration of zero effectively "cancels out" the duration and charge amount of a time entry. This is only visible if the manual or automatic duration rounding options are enabled.
Percent Complete	A user-entered record of progress for the selected category. When this is modified the percent complete status of the selected category is also modified.
Tags	User-defined tags allow additional categorization or grouping of time entries.
Notes	Free-form notes allow users to detail the work performed or record information related to the task. Notes can be displayed in detail reports.

The Duration and Rounded Duration are formatted according to the configured Duration Display Format.

Daily View

The Daily view provides quick access to the time entries on a specific date. The Daily view looks like this:



All time entries for the selected category, users and date are displayed in the time grid in the lower right section of the window. The total duration, total charge amount (based on the charge hourly rate for the category or user for the time entry) and total cost amount (based on the cost hourly rate for the user for the time entry) for the time entries on selected date are displayed below the time entry list.

Note: The user selection panel will only be visible by users with security access to View Recorded Time From Other Users. When not visible only the current user's time entries are displayed.

Time Entry Search

As an alternative to the Daily view you can search for time entries using several criteria. Once the search criteria are selected click the Search button or press the F5 key to display the search results. If you change the search criteria you will need to perform the search again to display the results matching the new criteria.

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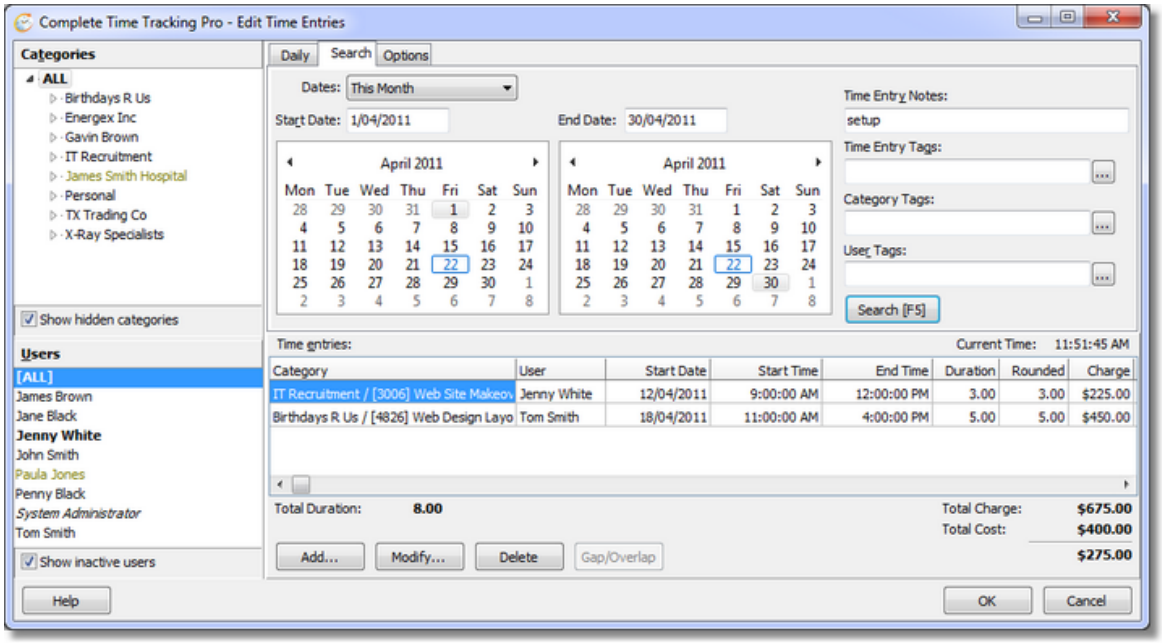

Category Selection
Select a specific category or group category from the category tree. Only time entries from the selected category and its sub categories will be included in the search results. This allows you to find time entries for a particular customer or project for example. To include time entries for all categories select the top-level ALL category.

User Selection
Select one or more users from the user selection panel. If one or more specific users are selected, the search results will include time entries for the chosen users only. If the [ALL] option is selected the search results will include time entries for all users (including inactive users if the Show inactive users item is selected).

Note: The user selection panel will only be visible by users with security access to View Recorded Time From Other Users. When not visible only the current user's time entries are displayed.

Date Range
Only time entries falling between the selected start and end date are included in the report. You can enter the dates manually, select them from the start and end date calendars, or choose a pre-set date period.

Pre-set Date Periods
Any pre-set date period with the term Last refers to a period of time *up to the current date*, for example Last 7 days.
Any pre-set date period with the term This refers to that current period of time, for example This Week.
Any pre-set date period with the term Previous refers to a period of time prior to the current period, for example Previous Week.

Periods include today, yesterday, 7 days, week, month, 3 months, 6 months, year and all dates.

For example, if today's date is June 15th then:
- Last 1 Month refers to the period May 15th to June 15th.
- This Month refers to the period June 1st to June 30th.
- Previous Month refers to the period May 1st to May 31st.

Time Entry Notes
Only include time entries with notes containing the fragment of entered text.

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Time Entry Tags
Only include time entries matching specific user defined tags. Enter these as comma separated values or click the tag selection button to select from previously used time entry tags.

Category Tags
Only include time entries for categories matching specific user defined tags. Enter these as comma separated values or click the tag selection button to select from previously used category tags.

User Tags
Only include time entries from users matching specific user defined tags. Enter these as comma separated values or click the tag selection button to select from previously used user tags.

Options

Show time from sub-categories
When this option is checked time entries are displayed for the selected category and all sub categories. When this option is not checked only time entries for the selected Group category are displayed.

Show Group category names
By default only the name of the actual category that the time entry was recorded for is shown in the time entry list. When this option is checked the full Group category name hierarchy is displayed.

See also:
Tracking Your Time
Adding Time Entries
Modifying Time Entries
Deleting Time Entries
Fixing Gaps and Overlaps
Reports Overview

7.2.1 Adding Time Entries

Time entries can be added manually by a user in the Edit Time Entries window. This is helpful when a user is working remotely and records their time on paper for later entry.

Note: Only users with security access to Add Time Entries will have access to this functionality.

HOW-TO
Add a Time Entry
1. Click the Add button to add a new time entry, or alternatively right click within the time entries list and select Add Time Entry from the popup menu.
2. The Add Time Entry window will appear where you can select the category and time details.

The Add Time Entry window looks like this:

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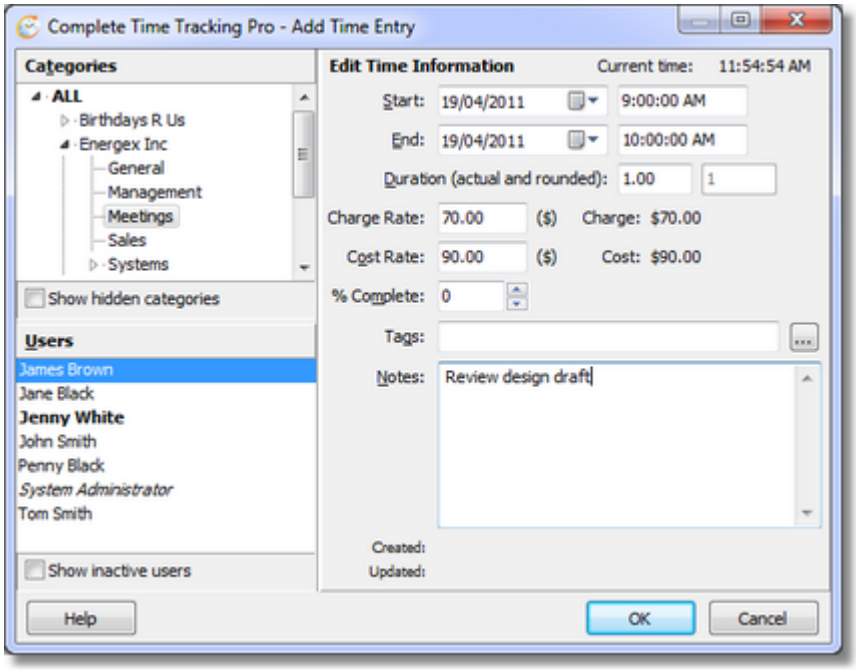

3. In the Add Time Entry window select the appropriate category from the category tree.
4. If the User Selection area is visible select the user to record the time entry to.
5. Enter the start date and time, and the end date and time or end date and duration, and optionally the hourly rate, category percentage complete and notes.
6. Select OK to accept the new time entry or the Cancel button to cancel adding the time entry. The new time entry will appear in the time entry list on the Edit Time Entries window.
7. Select OK in the main Edit Time Entries window to save all time entry changes.

Note: The first time entry added for the day will use a default start time. You can change the start time when adding the time entry. You can change the default start time to use in future time entries in the program options window.

Time entries that span two dates will be automatically split if the automatically split time entries option is selected.

See also:
Tracking Your Time
Modifying Time Entries
Deleting Time Entries

7.2.2 Modifying Time Entries

Changes can be made to previous time entries listed in the Edit Time Entries window.

Note: Only users with security access to Modify Time Entries will have access to this functionality.

HOW-TO
Modify Time Entries
There are two ways to modify the time entries displayed for the selected date:
Method 1 - Modify Time Entry Window
1. Double click on a time entry in the list, select a time entry and click the Modify button, or right click a time entry and select Modify Time Entry from the popup menu. The Modify Time Entry window will appear and looks like this:

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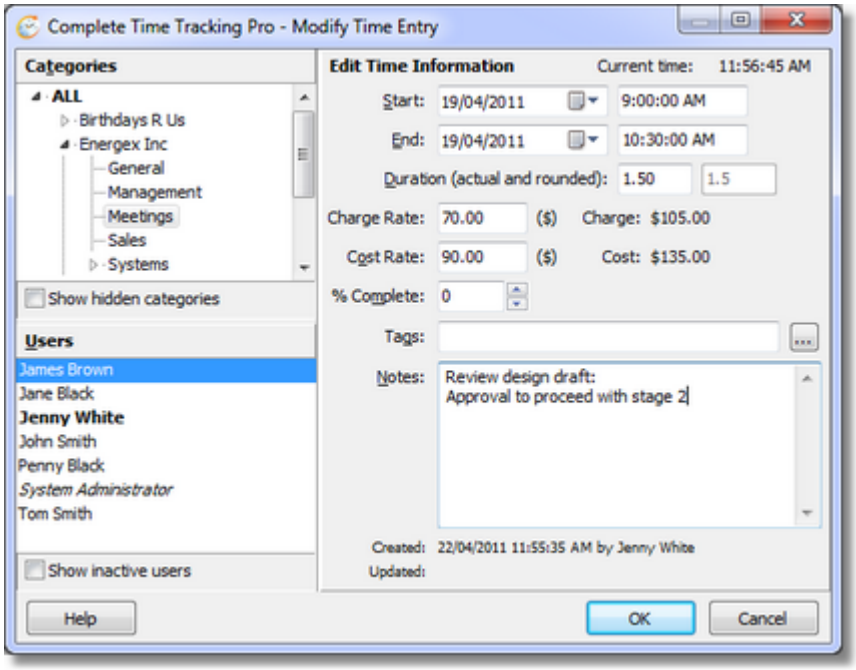

2. Make the appropriate changes to the time entry.
3. Select OK to accept your changes or the Cancel button to cancel your changes. If you select OK the modified time entry will appear in the main Edit Time Entries window.
4. Select OK in the main Edit Time Entries window to save all time entry changes.

Method 2 - Inline Editing

1. Select the specific value that you wish to modify within the list, such as the end time for a specific time entry, then single click again or press the F2 key to enter edit mode.
2. Type the new value and press Enter or click outside the value that you are editing to complete the change.
3. Select OK on the Edit Time Entries window to save all time entry changes.

Notes:

- The Charge and Cost columns are automatically calculated from the duration and hourly rates and cannot be directly changed inline.
- The Modify Time Entry window must be used when changing the category or user that the time entry was recorded to.

Duration Rounding

If manual or automatic duration rounding are enabled in the program options a Rounded column will appear next to the Duration column on the main Edit Time Entries window and a rounded duration data field will appear next to the Duration field on the Modify Time Entry window. You can override the actual duration and any automatically calculated rounded duration by entering a value into this field. Note however that detail reports still show the actual start and end times for the time entry. A manually rounded duration of zero effectively "cancels out" the duration and charge amount of a time entry.

Change History

The date, time and user that created the time entry and that last updated the time entry are displayed with the time entry details.

See also:
Tracking Your Time
Adding Time Entries
Deleting Time Entries

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7.2.3 Deleting Time Entries

Previously added time entries can be deleted.

Warning: When you delete a time entry it is *permanently* deleted.

Note: Only users with security access to Delete Time Entries will have access to this functionality.

HOW-TO
Delete a Time Entry
1. Select the appropriate time entry in the list.
2. Click the Delete button, right click the time entry and select Delete Time Entry from the popup menu, or press the Delete key.
3. Select OK on the Edit Time Entries window to save all delete actions.

See also:
Tracking Your Time
Adding Time Entries
Modifying Time Entries

7.2.4 Gaps and Overlaps

It is often important to identify and fix gaps and overlaps in time entries to ensure that you are tracking your time accurately.

Gaps

Gaps are empty periods of time between time entries and can occur when automatic time recording is stopped and then later re-started or if two time entries are manually added and the start time of the second time entry is later than the end time of the first time entry, without a time entry being added to fill the time between them.

For example, consider a time entry from 09:00 to 10:00 and another time entry from 10:30 to 11:00. A half-hour gap exists between the time entries from 10:00 to 10:30.

Gaps are displayed in the Edit Time Entries window when all time entries for a single user are displayed on the selected date. The following items must be selected:
1. The **ALL** category is selected in the category list.
2. A single user is selected in the user list (if shown).
3. The *Show time gaps* option is checked.

Gaps, highlighted in yellow, are displayed between time entries if the gap is greater than or equal to the configured number of seconds specified in the Display Options.

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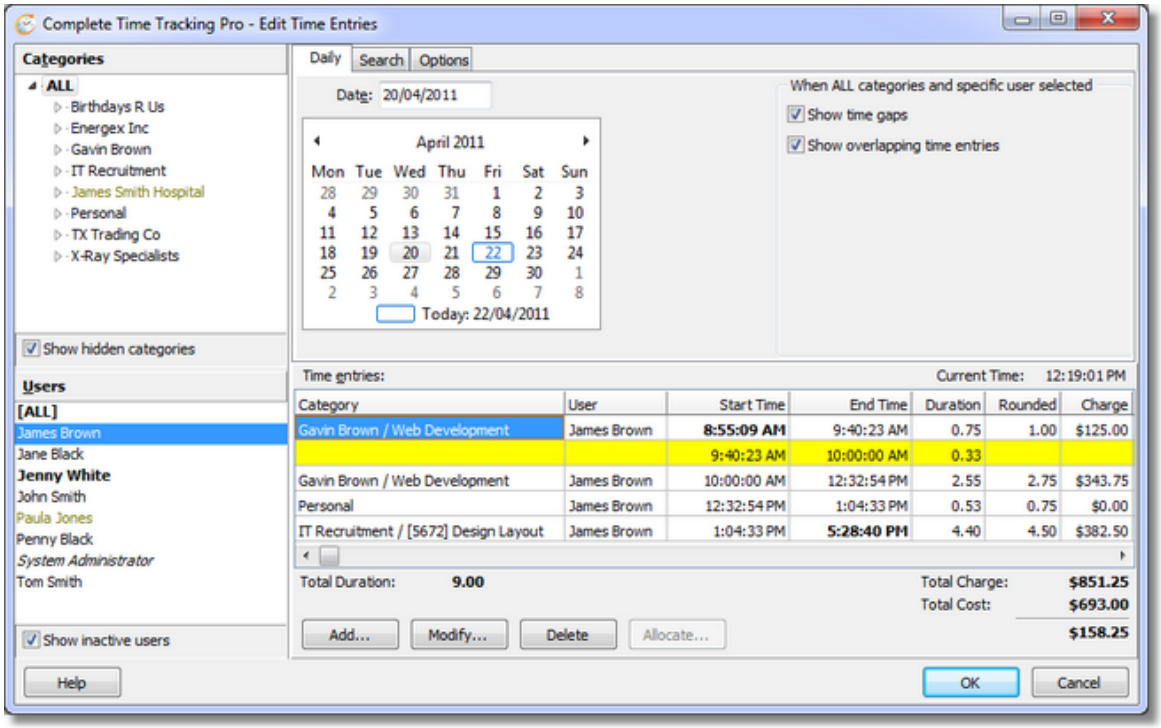


In the previous screen shot the time between 9:40:23 AM and 10:00:00 AM has not been recorded.

You can set which gaps to ignore by specifying the number of seconds in the Display Options. This is useful to ignore small gaps.

You can fix gaps by manually adding a time entry to fill the gap, manually editing the end time of the previous time entry or start time of the next time entry, or automatically allocate the time represented by the gap to a new time entry, the previous time entry, the next time entry, or evenly allocate to the previous and next time entries.

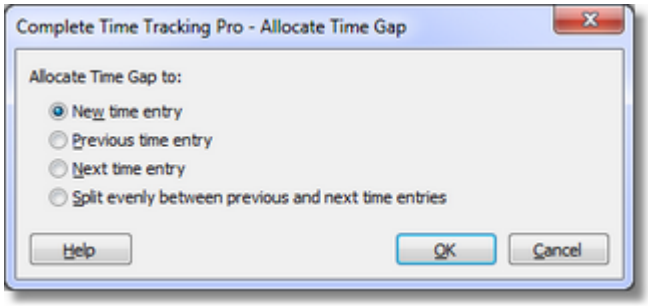
HOW-TO

Automatically Allocate a Time Gap

Use one of the following methods to allocate the time gap to a time entry:

- Select the gap time entry and click the Allocate button below the listed time entries. Choose the appropriate option and select OK.
- Right-click the gap and select the appropriate allocate option from the popup menu.

The allocate time gap dialog is shown below.



Overlaps

Overlaps are periods of time that fall within more than one time entry and can occur when incorrect start or end times are specified when manually adding or modifying time entries.

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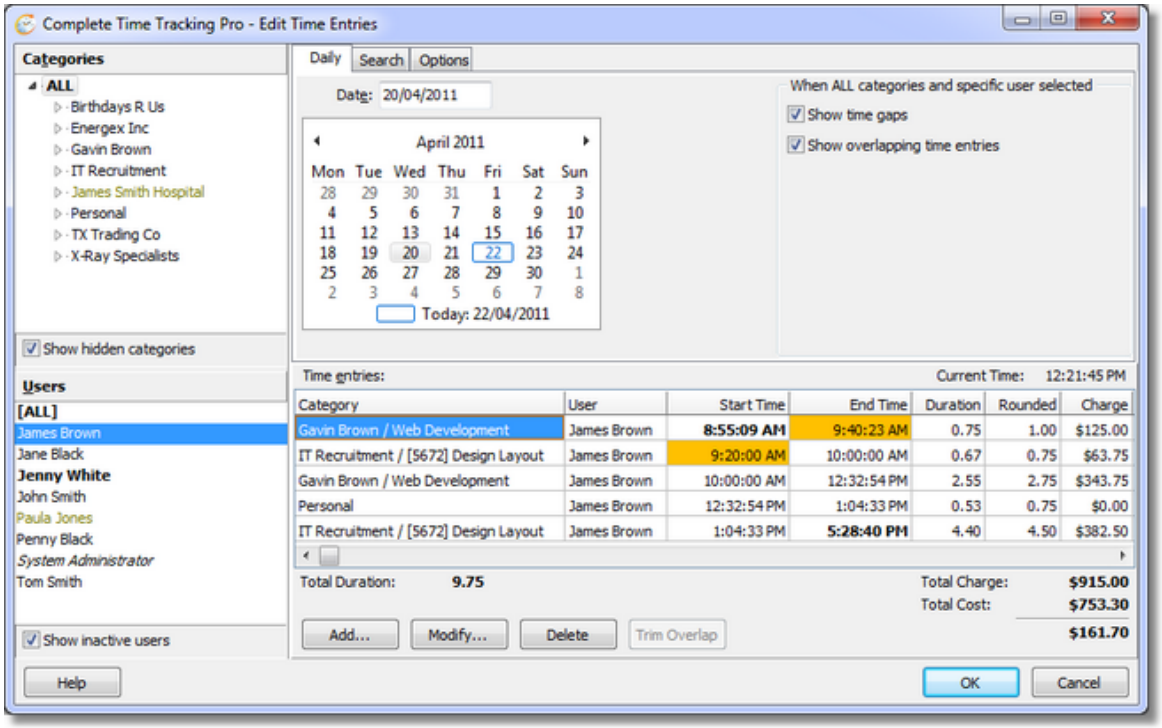
There are two main scenarios of overlapping time entries, partial overlaps and full overlaps. A partial overlap is where only part of two time entries overlap, for example time entries 09:00 to 10:00 and 09:30 to 10:30. A half-hour overlap exists at the end of the first time entry and start of the second time entry. A full overlap is where one time entry entirely overlaps another time entry, for example time entries 09:00 to 11:00 and 09:30 to 10:30. The first time entry totally encloses the second time entry.

Overlaps are displayed in the Edit Time Entries window when all time entries for a single user are displayed on the selected date. The following items must be selected:
1. The **ALL** category is selected in the category list.
2. A single user is selected in the user list (if shown).
3. The *Show overlapping time entries* option is checked.

Overlapping end and start times for adjacent time entries, highlighted in orange, are displayed if the overlap is greater than or equal to the configured number of seconds specified in the Display Options.



In the previous screen shot the time from 9:20:00 AM to 9:40:23 AM has been recorded in two time entries.

You can set which overlaps to ignore by specifying the number of seconds in the Display Options. This is useful to ignore small overlaps.

You can fix overlaps by manually editing the start or end time of time entries so that they no longer overlap, or automatically trim the overlapping start or end time to remove the overlap.

Note: You can only automatically trim the start or end time of time entries that are not fully overlapped by another time entry.

HOW-TO

Automatically Trim an Overlap

Use one of the following methods to trim a time entry to remove an overlap:

- Select the time that overlaps (the specific start time or end time highlighted as an overlap) and click the Trim Overlap button below the listed time entries.
- Right-click the gap and select the appropriate allocate option from the popup menu.

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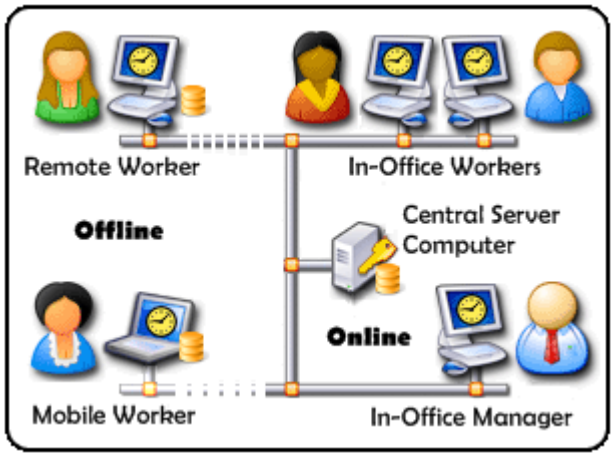
See also:
Editing Time Entries
Display Options

7.3 Offline Time Tracking

Offline time tracking allows users to record time entries and create categories without a connection to the central server computer. Users who work out of the office, who travel or work from multiple locations can use the offline time tracking feature to track their time directly to their own notebook/laptop computer where ever they go. Remote users who may only have a temporary or slow connection to the central server computer have the option of tracking their time directly to their own desktop computer at the remote location which may improve responsiveness and reduce connectivity errors and therefore provide a better user experience.



Periodically, when the user is back at the office or a connection to the central server computer is available, the user synchronizes changes with the server. The synchronization is bi-directional. The user's changes are saved to the server and changes made by other users are retrieved from the server and saved back to the user's computer.

Note: Your security access may restrict you from using Offline Time Tracking.

Working Offline
If you need to track your time without a connection to the central server computer then you need to select to work offline. You must do this prior to disconnecting the network connection or your computer from the central server computer. When you select to work offline changes are automatically synchronized. The first time that you select to work offline a copy of all categories and all of your previous time entries are copied to your computer. The first time, and any time that a large number of changes are made to the central database, the synchronization process may take several minutes as the data is loaded, merged, and saved.

There are several restrictions imposed when working offline:
- You may add new categories and category templates and modify, move and delete these.
- Existing categories and category templates may not be modified, moved, cut and pasted, or deleted.
- You may only view, add, modify or delete your own time entries. User selection will not be displayed in the Edit Time Entries and Reports windows.
- User configuration is not available.
- You cannot change your password.
- You cannot view the server status or backup or restore the database.

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HOW-TO
Work Offline
1. If this is the first time that you are working offline you must first log in to the server computer using Complete Time Tracking Professional.
2. Select Work Offline from the File menu in the main tracking window.
3. Any changes will be synchronized and you will be disconnected from the server computer and working locally from the data stored on your computer. The text (offline) will be displayed in the title bar of the main tracking window.

The server, online status and user name that you are logged in as are displayed in the About window which can be viewed by selecting About from the Help menu on the main tracking window.

HOW-TO
Continue Working Offline
If you have worked offline before a Work Offline option will be displayed on the login window. If you have logged off or restarted Complete Time Tracking Professional you can continue to work offline by selecting the Work Offline option on the login window when logging in to Complete Time Tracking Professional.

If you do not select Work Offline on the login window you will be logged in, and online, directly to the server computer and changes that you have made offline will not be synchronized until you work offline and select to Synchronize the changes or Work Online.

Synchronizing Changes
Changes are automatically synchronized when you select to Work Offline or Work Online from the options in the File menu on the main tracking window. You may also periodically select to synchronize your changes. Your online/offline status will not be affected. A connection to the central server computer is required to synchronize changes.

Synchronizing changes manually is useful if you are currently working online and will soon be working offline. You can control when the synchronization takes place so that the bulk of the changes can be synchronized whilst you work on something else and a final quick synchronization automatically performed as you are about to leave the office or disconnect from the network and select to work offline. Synchronizing changes manually is also useful when you are working offline and want to save your time entries to the central database or retrieve any category changes that other users have made and continue to work offline.

Note: If you use more than one user account in Complete Time Tracking Professional you will need to log in and synchronize each user to synchronize all changes.

HOW-TO
Synchronize Changes

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1. From the File menu on the main tracking window select Synchronize.
2. The changes will be synchronized. Your online/offline status will not be affected.

Note: The synchronize option is only enabled if you have previously selected to work offline.

If you or other users have made a large number of changes, such as adding many categories using category templates, the synchronization process may take several minutes. A progress window is displayed to show you how much of the synchronization process has been completed.

Working Online
When you are back in the office or when a connection to the central server computer is available you can select to work online again. When you select to work online changes are synchronized and the categories and your time entries are copied to your computer. A connection to the central server computer is required to synchronize changes.

HOW-TO
Work Online
1. From the File menu on the main tracking window select Work Online.
2. The changes will be synchronized. You are now connected and logged in directly to the central server computer.

Working online has the benefit that other users see your changes more readily and you see their changes more readily. You should work online when possible as this also minimizes the chance of merge conflicts.

Merging Changes and Conflict Resolution
During the synchronization process changes made by you are combined with changes made by other users on the central server computer while you were offline. This process is called *merging changes*. This is a complex process that is handled automatically.

In the case where both you and another user made changes to the same or a dependent item a *conflict* occurs. *Conflict resolution* is the process of determining how to handle these conflicts. Conflict resolution is currently automatic. Complete Time Tracking Professional determines how to handle each conflict. Generally speaking, changes made by other users on the server have precedence over changes that you have made offline.

Some example conflicts and how they are resolved include:

- Adding time entries or subcategories to a category that was deleted by another user. *Resolution*: Time entries and subcategories are also deleted.
- Adding a subcategory with the same description as a subcategory added to the same group by another user. *Resolution*: A suffix is added you your subcategory to create a unique description.
- Modifying the same time entry as another user. *Resolution*: The later change will be applied.
- Deleting a time entry that another user modified or vice versa. *Resolution*: The time entry is deleted.

Important: You should aim to synchronize changes frequently. This helps to minimize conflicts as you and other users have more chance to see each others changes earlier and avoid a conflicting change. When in doubt discuss your changes with the other users, *particularly when deleting categories* which has a much greater possibility to cause conflicts.

See also:
Configuring User Security Actions

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Part VIII

8 Reports

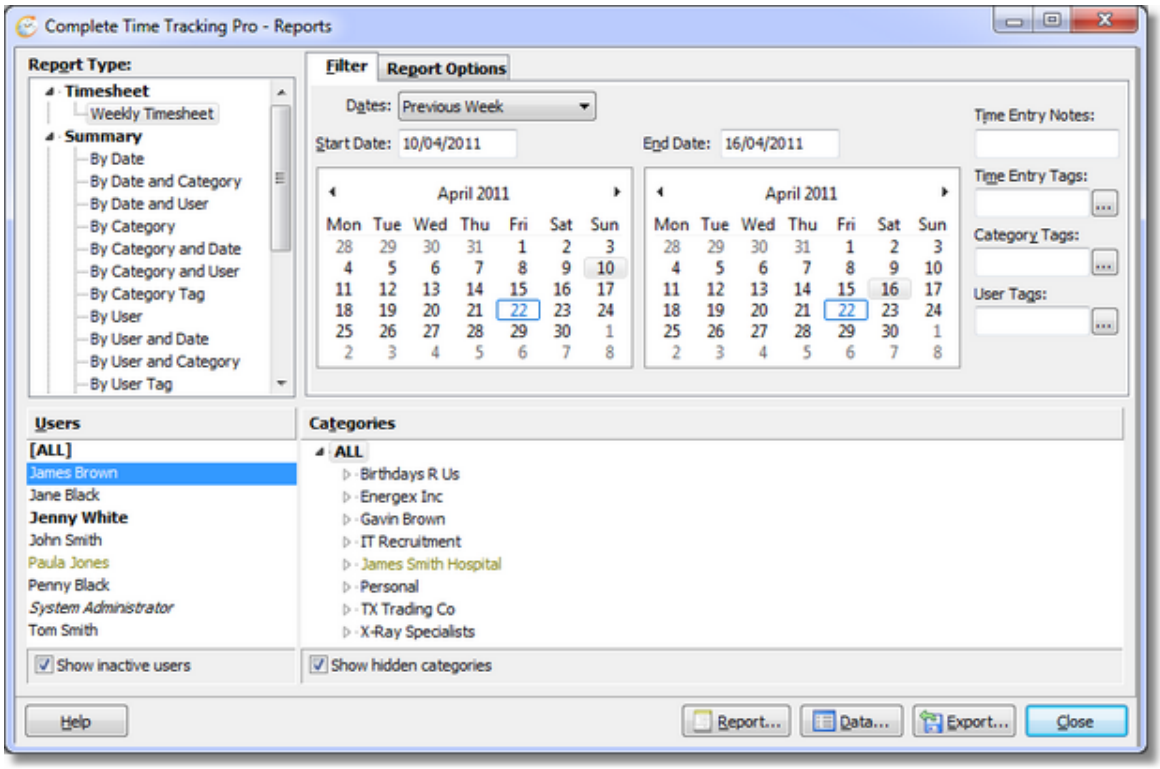
8.1 Overview

Complete Time Tracking Professional includes a comprehensive reporting system which allows you to view, print, copy to the clipboard, and export to file time entries and optionally billing amounts for individual users or all users of Complete Time Tracking.

Note: User's only have access to reports if they have been assigned security access to any one or more of the Preview and Print, Data View and Export to File actions.

To display the reporting window click the Reporting button on the toolbar or select Reports from the Tools menu.

The report window looks like this:



Report Types

Reports are divided into the following categories.

Timesheet

The timesheet reports display a summary of time entries.

Report Type	Description
Weekly Timesheet	Total duration for each category over a 7-day period showing category and daily totals.

Summary

Summary reports display sub-totals and totals, hiding the individual details of each time entry.

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Report Type	Description
Summary by Date	A total for each date.
Summary by Date and Category	A summary showing totals for each category on each date.
Summary by Date and User	A Multi-user report showing a total for each user or selected user for each date.
Summary by Category	A total for each category. Charge amounts and cost amounts are also displayed in the report if the user has the View Charge Rates and View Cost Rates security actions set and the Rates and Amounts options are set.
Summary by Category and Date	A summary showing totals for each date for each category.
Summary by Category and User	A multi-user report showing totals for each category for all users or a selected user
Summary by Category Tag	Time entries are grouped by category tag. Note that time entries are included in the report once for each category tag and report totals will therefore be higher than the actual total.
Summary by User	A multi-user report showing a total of time recorded for each user or a specific user. Charge amounts and cost amounts are also displayed in the report if the user has the View Charge Rates and View Cost Rates security actions set and the Rates and Amounts options are set.
Summary by User and Date	A multi-user report showing a summary of time for each user for each date.
Summary by User and Category	A multi-user report showing a summary of time for each user for each category selected
Summary by User Tag	Time entries are grouped by user tag. Note that time entries are included in the report once for each user tag and report totals will therefore be higher than the actual total.
Summary by Time Entry Tag	Time entries are grouped by time entry tag. Note that time entries are included in the report once for each tag and report totals will therefore be higher than the actual total.
Project Status	The progress, start and end dates, estimated and actual time, budget and quote/charge amounts are displayed for categories with the *report project status* option set. See Configuring Categories.
Project Risk	Categories with the *report project status* option set that are at risk for going over the estimated time, budget, quote/charge amount or target completion date are displayed and the at-risk items are highlighted. See Configuring Categories.

Detail

Detail reports display specific details of each time entry with sub-totals and totals.

Report Type	Description
Detail by Date	Individual details for each time entry showing the category and sub-totals by date.
Detail by Category	Individual details for each time entry and sub-totals by category.
Detail by Category Tag	Individual details for each time entry and sub-totals by category tag. Note that time entries are included in the report once for each category tag and report totals will therefore be higher than the actual total.

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Detail by User	A multi-user report showing individual details for each time entry showing the category and sub-totals for each user or a selected user.
Detail by User Tag	Individual details for each time entry and sub-totals by user tag. Note that time entries are included in the report once for each user tag and report totals will therefore be higher than the actual total.
Detail by Time Entry Tag	Individual details for each time entry and sub-totals by time entry tag. Note that time entries are included in the report once for each tag and report totals will therefore be higher than the actual total.
Full Details	Full time entry details for each time entry, ordered by start date and time with no sub-totals. Useful for exporting detailed information to file.

Report Filter

The time entries included in reports can be filtered based on several criteria as follows. The filtering options are available on the Filter tab at the top of the Reports window.

Date Range
Only time entries falling between the selected start and end date are included in the report. You can enter the dates manually, select them from the start and end date calendars, or choose a pre-set date period.

Pre-set Date Periods
Any pre-set date period with the term Last refers to a period of time *up to the current date*, for example Last 7 days.
Any pre-set date period with the term This refers to that current period of time, for example This Week.
Any pre-set date period with the term Previous refers to a period of time prior to the current period, for example Previous Week.

Periods include today, yesterday, 7 days, week, month, 3 months, 6 months, year and all dates.

For example, if today's date is June 15th then:
- Last 1 Month refers to the period May 15th to June 15th.
- This Month refers to the period June 1st to June 30th.
- Previous Month refers to the period May 1st to May 31st.

Time Entry Notes
Only include time entries with notes containing the fragment of entered text.

Time Entry Tags
Only include time entries matching specific user defined tags. Enter these as comma separated values or click the tag selection button to select from previously used time entry tags.

Category Tags
Only include time entries for categories matching specific user defined tags. Enter these as comma separated values or click the tag selection button to select from previously used category tags.

User Tags
Only include time entries from users matching specific user defined tags. Enter these as comma separated values or click the tag selection button to select from previously used user tags.

User Selection
Select one or more users from the user selection panel. If one or more specific users are selected, the report will show the time entries for the chosen users only. If the [ALL] option is selected, the

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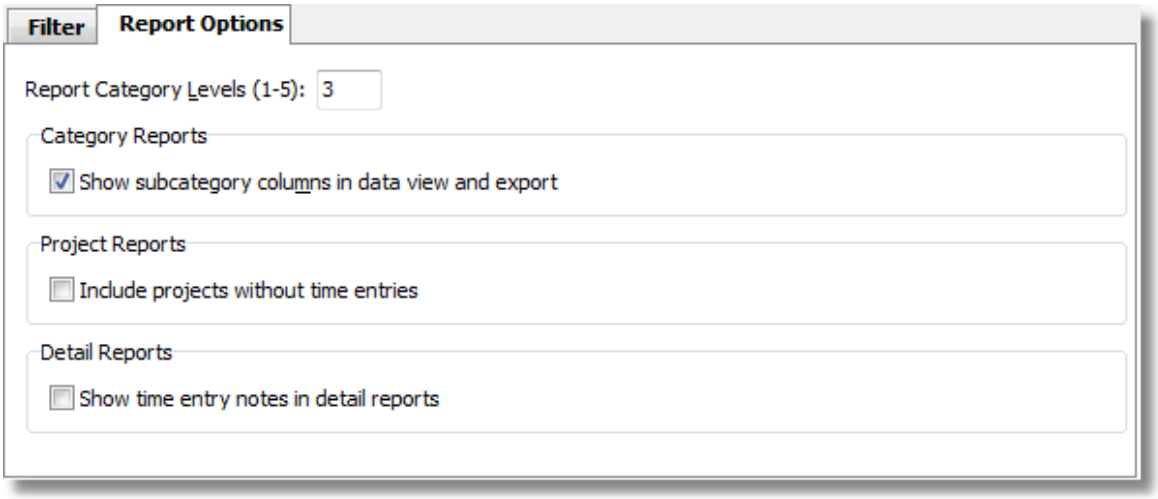
report will show the time entries for all users (including inactive users if the Show inactive users item is selected).

Note: The user selection panel will only be visible by users with security access to View Recorded Time From Other Users. When not visible only the current user's time entries will be included in the report.

Category Selection
Select the category from the category tree to the left of the window. The report will only include time entries from the selected category and its sub categories. This allows you to generate a report for a particular customer or project for example. To include time entries for all categories in the report select the top-level ALL category.

Report Options

There are several options that control the content displayed in reports. The options can be accessed by selecting the Report Options tab at the top of the Reports window.



Report Category Levels
This controls which sub-categories, if any, to include on the report. Sub-totals by category will be shown in most report types. For example, if you are only interested in a summary by customer and you have organized your categories such that customer is the top-level category with project and task sub-categories, then you can select the ALL category for the report and set Report Category Levels to 1. If you want sub-totals for each project then set Report Category Levels to 2.

Include Projects Without Time Entries
The Project Status and Project Risk reports show details about categories with the *report project status* option set. By default only projects that have time entries appear in the project reports, which is useful if you have created placeholder categories, from templates for example, for future projects and do not want them to appear in the reports. The *Include projects without time entries* will include these project categories without time entries in the report.

Show Time Entry Notes in Detail Reports
All detail reports can include the time entry notes by selecting this option.

Show Subcategory Columns in Data View and Export
There are two options for including categories in the data view report and export files. The full category hierarchy can either be listed in a single column with the category at each level separated with the forward slash '/' character, or alternatively the category at each level can be listed in a separate column.

Report Formats
The report output can be generated in several formats:

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Report - preview and optionally print
Data - view report data, copy to clipboard and export to file
Export - export the report data to file

Note: Due to rounding of the individual durations and amounts displayed in the reports, the totals displayed may differ slightly from the sum of the rounded values.

See also:
Report Preview and Print
Data View
Export Reports
Configuring Categories

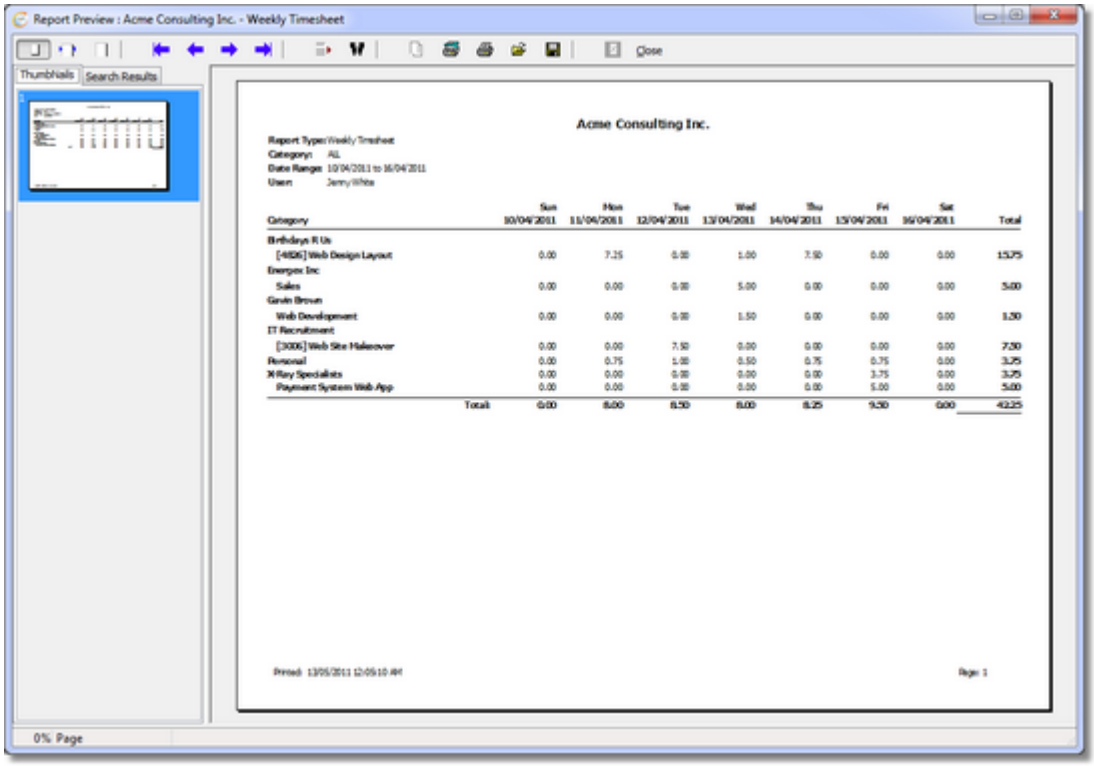
8.2 Report Preview and Print

The Report button generates a preview of a formatted report suitable for printing. In preview mode you can select and configure the printer and print the report.

Note: A printer must be installed on your computer and a default printer selected in order to use the Preview and Print functions (a printer driver is used to render or format the report for previewing). If you do not have a printer installed or a default printer selected an error message will inform you. To solve this we recommend that you install the free open source PDFCreator virtual printer which will allow you to Preview and Print reports in Complete Time Tracking and to print any document from any Windows application to a PDF file. You can download PDFCreator from the following web page:

http://www.pdfforge.org/products/pdfcreator

An example printed report is shown in the following screen shot:



From the report preview window you can move forward or backward through multiple pages in the report, click a thumbnail to jump to that page, use the search feature to find text within the report, print the report, change printer settings, or save the report to file in one of several formats.

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HOW-TO
Preview a Report
1. Select the report type.
2. Select a date range (this can be done by selecting one of the pre-set dates in the Dates area or by entering a date range in the Start Date and End Date area).
3. Select the category to include in the report or ALL to report on all categories.
4. If the User selection area is visible, select a specific user or [ALL] users.
5. Click the Report button.

Note: Only Users who have been given security access to Preview and Print reports will be able to perform this function.

Preview Window
The three buttons on the left side of the toolbar in the preview window control the preview zoom setting. There are four navigation buttons allowing you to go to the first page, previous page, next page or last page in the report. Alternatively you can use the Home, Page Up, Page Down and End keys.

Printing The Report
You can select the printer to print the report to and change the printer properties by clicking the Printer Setup button on the toolbar. To print the report to the selected printer click the Print button on the toolbar.

Saving the Report
The formatted report can be saved, emailed, or incorporated into other reports or documents. Reports can be saved in the following formats:

- PDF
- HTML
- Rich Text (RTF)
- Plain text (TXT)
- Microsoft Excel Spreadsheet (XLS)
- Windows Metafile (WMF)

To save a report click the Save report button on the toolbar.

TIP
To export the raw data in Microsoft Excel Spreadsheet (XLS), Comma Separated (CSV), Tab delimited, Microsoft Word, HTML or XML formats use the Export option.

Report Customization
The program options allow you can choose whether the selected category, date range and user appear in the title area of the report.

See also:
Reports Overview
Data View
Export Reports
Program Options

8.3 Data View

The Data button allows you to quickly see the report data in a table format. This allows you to preview the data before exporting it to file and to copy the data, or a selected portion of it, to the clipboard for pasting into another application such as Microsoft Excel.

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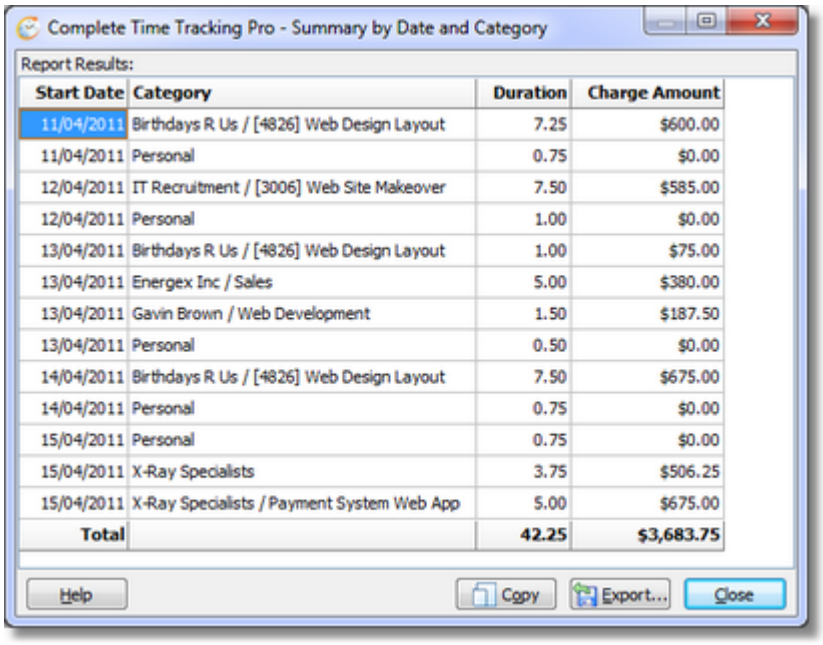
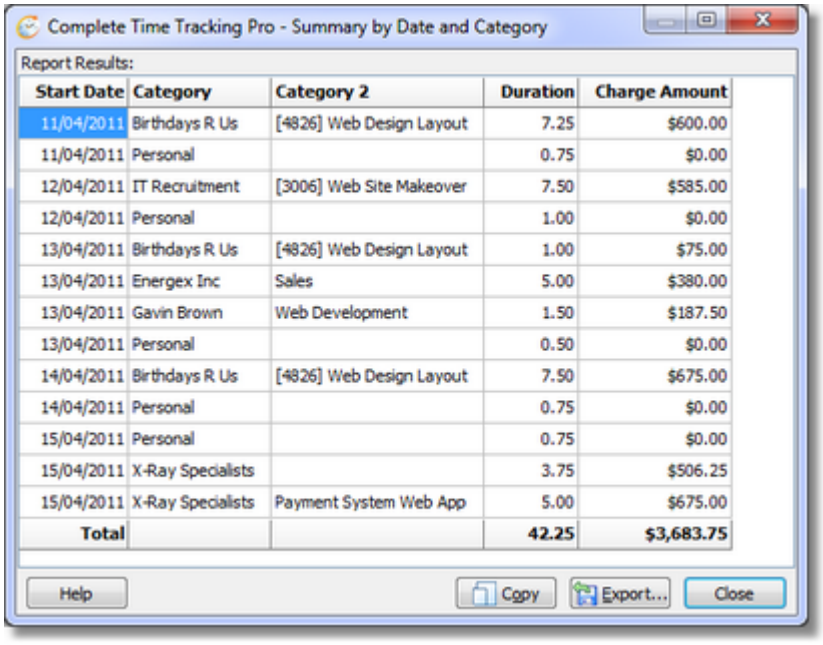
An example report data view is shown in the following images.

Single category column (see report options):



Start Date	Category	Duration	Charge Amount
11/04/2011	Birthdays R Us / [4826] Web Design Layout	7.25	$600.00
11/04/2011	Personal	0.75	$0.00
12/04/2011	IT Recruitment / [3006] Web Site Makeover	7.50	$585.00
12/04/2011	Personal	1.00	$0.00
13/04/2011	Birthdays R Us / [4826] Web Design Layout	1.00	$75.00
13/04/2011	Energex Inc / Sales	5.00	$380.00
13/04/2011	Gavin Brown / Web Development	1.50	$187.50
13/04/2011	Personal	0.50	$0.00
14/04/2011	Birthdays R Us / [4826] Web Design Layout	7.50	$675.00
14/04/2011	Personal	0.75	$0.00
15/04/2011	Personal	0.75	$0.00
15/04/2011	X-Ray Specialists	3.75	$506.25
15/04/2011	X-Ray Specialists / Payment System Web App	5.00	$675.00
Total		**42.25**	**$3,683.75**

Subcategory columns (see report options):



Start Date	Category	Category 2	Duration	Charge Amount
11/04/2011	Birthdays R Us	[4826] Web Design Layout	7.25	$600.00
11/04/2011	Personal		0.75	$0.00
12/04/2011	IT Recruitment	[3006] Web Site Makeover	7.50	$585.00
12/04/2011	Personal		1.00	$0.00
13/04/2011	Birthdays R Us	[4826] Web Design Layout	1.00	$75.00
13/04/2011	Energex Inc	Sales	5.00	$380.00
13/04/2011	Gavin Brown	Web Development	1.50	$187.50
13/04/2011	Personal		0.50	$0.00
14/04/2011	Birthdays R Us	[4826] Web Design Layout	7.50	$675.00
14/04/2011	Personal		0.75	$0.00
15/04/2011	Personal		0.75	$0.00
15/04/2011	X-Ray Specialists		3.75	$506.25
15/04/2011	X-Ray Specialists	Payment System Web App	5.00	$675.00
Total			**42.25**	**$3,683.75**

HOW-TO
View the Data for a Report
1. Select the report type.
2. Select a date range.
3. Select the category to include.
4. If the User selection area is visible, select a specific user or [ALL] users.
5. Click the Data button.

Note: Only Users who have been given security access to Data View for reports will be able to

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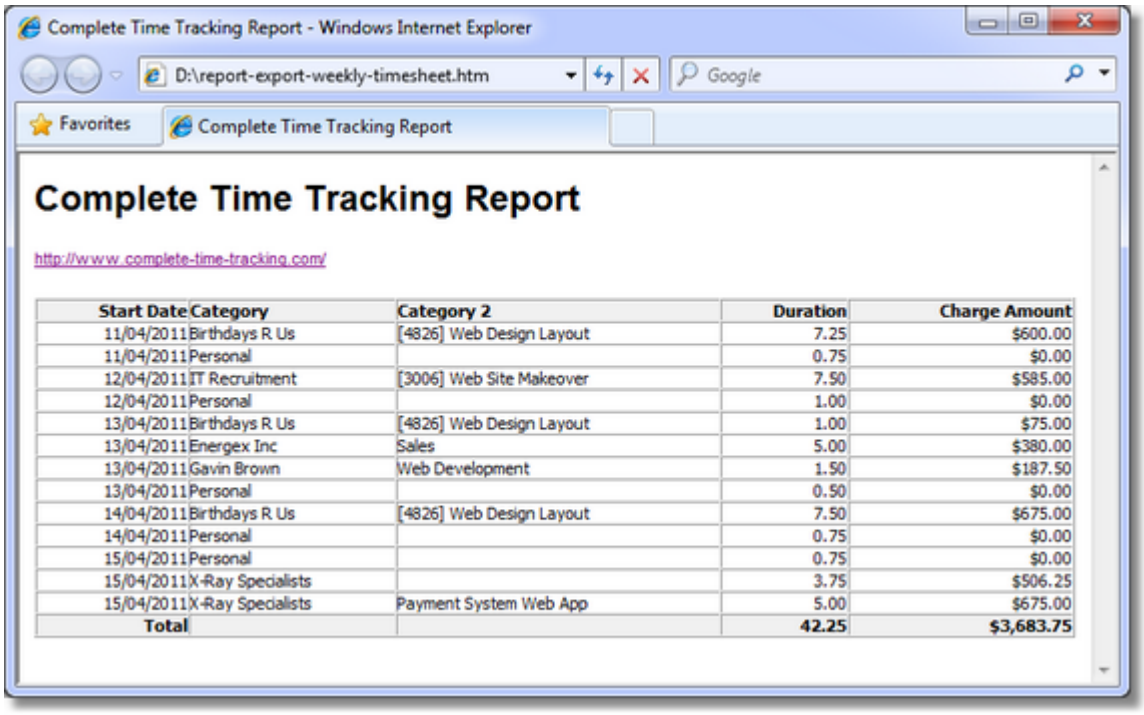
perform this function.

See also:
Reports Overview
Preview and Print
Export Reports

8.4 Export Reports

The report Export option saves the report data in table format, as shown in the report Data View, to file. Several file formats are supported.

An example exported report in HTML format viewed in Internet Explorer is shown in the following image.



Start Date	Category	Category 2	Duration	Charge Amount
11/04/2011	Birthdays R Us	[4826] Web Design Layout	7.25	$600.00
11/04/2011	Personal		0.75	$0.00
12/04/2011	IT Recruitment	[3006] Web Site Makeover	7.50	$585.00
12/04/2011	Personal		1.00	$0.00
13/04/2011	Birthdays R Us	[4826] Web Design Layout	1.00	$75.00
13/04/2011	Energex Inc	Sales	5.00	$380.00
13/04/2011	Gavin Brown	Web Development	1.50	$187.50
13/04/2011	Personal		0.50	$0.00
14/04/2011	Birthdays R Us	[4826] Web Design Layout	7.50	$675.00
14/04/2011	Personal		0.75	$0.00
15/04/2011	Personal		0.75	$0.00
15/04/2011	X-Ray Specialists		3.75	$506.25
15/04/2011	X-Ray Specialists	Payment System Web App	5.00	$675.00
Total			**42.25**	**$3,683.75**

An example exported report in Microsoft Excel format viewed in Microsoft Excel is shown in the following image.

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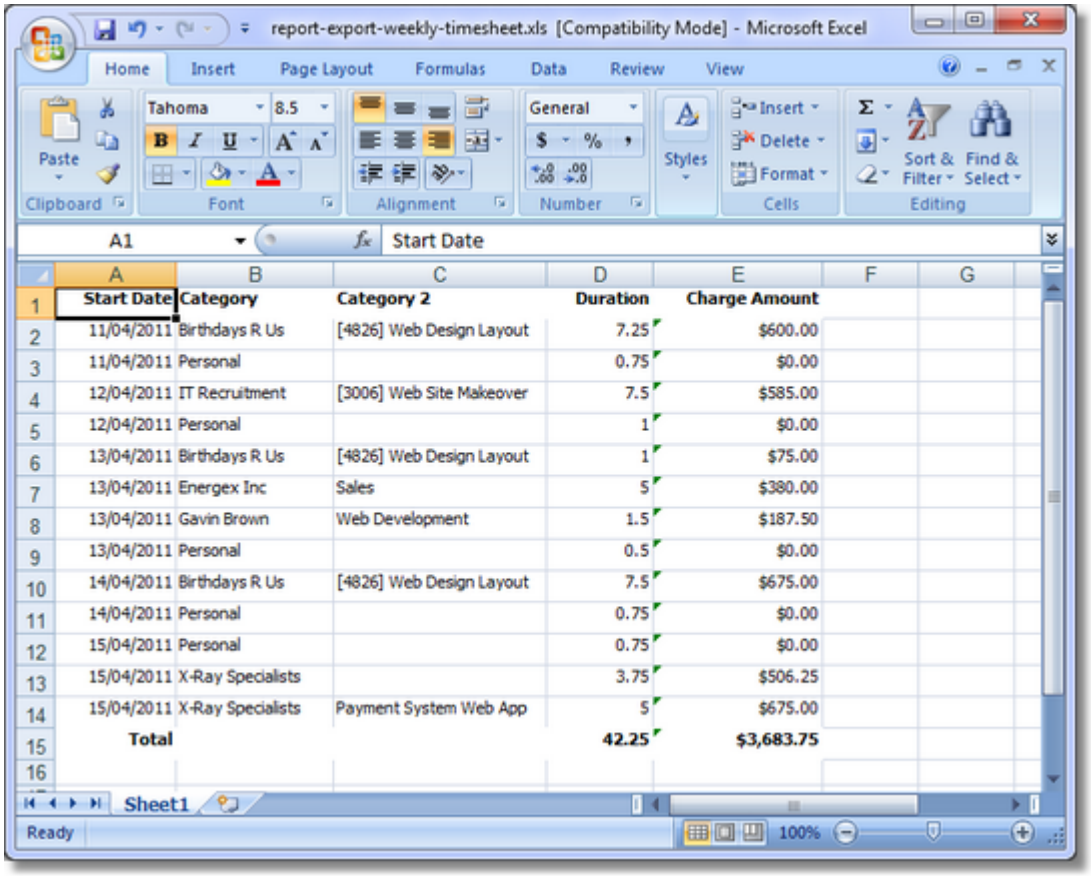

	A	B	C	D	E
1	Start Date	Category	Category 2	Duration	Charge Amount
2	11/04/2011	Birthdays R Us	[4826] Web Design Layout	7.25	$600.00
3	11/04/2011	Personal		0.75	$0.00
4	12/04/2011	IT Recruitment	[3006] Web Site Makeover	7.5	$585.00
5	12/04/2011	Personal		1	$0.00
6	13/04/2011	Birthdays R Us	[4826] Web Design Layout	1	$75.00
7	13/04/2011	Energex Inc	Sales	5	$380.00
8	13/04/2011	Gavin Brown	Web Development	1.5	$187.50
9	13/04/2011	Personal		0.5	$0.00
10	14/04/2011	Birthdays R Us	[4826] Web Design Layout	7.5	$675.00
11	14/04/2011	Personal		0.75	$0.00
12	15/04/2011	Personal		0.75	$0.00
13	15/04/2011	X-Ray Specialists		3.75	$506.25
14	15/04/2011	X-Ray Specialists	Payment System Web App	5	$675.00
15	Total			42.25	$3,683.75
16					

HOW-TO

Export the Report Data to a File

1. Select the report type.
2. Select a date range.
3. Select the category to include.
4. If the User selection area is visible, select a specific user or [ALL] users.
5. Click the Export button.
6. Select the file type and filename and click Save.

Report data can also be exported from the Data View window.

Export File Formats

HTML - The report is saved in a table format in a single-file web page. Suitable for emailing or publishing on an Intranet.
Text - Tab delimited columns.
Comma Separated - Comma separated columns suitable for loading into a spreadsheet, database, or other application that supports CSV import.
Microsoft Word - A table-based report in a Microsoft Word document, suitable for re-formatting to produce a customized report with your company logo for example. Requires Microsoft Word to be installed on your computer.
Microsoft Excel - A table-based report in a Microsoft Excel document, suitable for adding custom calculations. Requires Microsoft Excel to be installed on your computer.
XML - Portable data format which can be loaded into many applications.

TIP

To export the data in PDF, Rich Text (RTF), Windows Metafile (WMF) or other formatted file types use the Report option and save the formatted report from the preview window.

Note: Only Users who have been given security access to Export to File for reports will be able to

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perform this function.

See also:
Reports Overview
Report Preview and Print
Data View

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Part

9 System

9.1 Server Status

The server status indicates the state of the central Complete Time Tracking Professional Server, the database server program installed on the Server computer which performs the role of managing the databases that store the user, category, time entry and other data. It must be running for users to log in, connect, and use Complete Time Tracking Professional.

The Complete Time Tracking Professional Server can be stopped to perform file system backups or to temporarily prevent access to perform server maintenance.

The Server can be stopped and started in two ways:
1. From within Complete Time Tracking Professional when you are currently logged in, using the Server Status window. **Note:** On Windows Vista and later computers this option invokes the separate Server Manager program which requires elevated privileges.
2. Using the separate Server Manager program if you are not currently logged in to Complete Time Tracking or the server is stopped.

Warning: When the server is stopped, current users will experience connection errors when actively using Complete Time Tracking Professional and other users will not be able to log in. The active users will automatically be logged back in when the server is started and they begin to actively use Complete Time Tracking Professional. We therefore highly recommend that all users are logged off before you stop the server to avoid data loss. You can check the number of connected users from the Server Status window or the Server Manager program.

Note:
- Only Users who have security access to Server Status will have access to the Server Status window.
- The separate Server Manager program is only installed on the server computer and should be run by the Windows administrator user.
- The server status window is only available on Windows XP and earlier computers. On Windows Vista and later computers the separate Server Manager program will be used instead. The server requires elevated privileges.

Server Status Details

Current Status
The current status of the server will be shown. If the server is currently running the status will appear as Started, highlighted in green. If the server is stopped the status will appear as Stopped, highlighted in red.

Current Connections
This value shows the current number of connections to the databases in this version of the product on the Server computer. When the Maintain Database Connections option is set the number of connections closely approximates the number of users currently logged in to Complete Time Tracking Professional. When the Maintain Database Connections option is not set connections are only established when required and there may be many users currently logged in even when the value of current connections is low. We recommend that all users are logged out of Complete Time Tracking Professional before the server is stopped.

Current Server Memory
The current amount of server memory used for Complete Time Tracking Professional.

Maximum Server Memory
The peak amount of memory used at one time since the server was started.

HOW-TO

Stop the Server whilst logged into Complete Time Tracking Professional
1. Select Server Status from the Tools menu.

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2. The Server Status window will appear and looks similar to the Server Status tab in the Server Manager.
3. Select the Stop button. The server status should now change to Stopped and be highlighted in red.

HOW-TO
Start Server whilst logged into Complete Time Tracking Professional
1. Select Server Status from the Tools menu.
2. The Server Status window will appear and looks similar to the Server Status tab in the Server Manager.
3. Select the Start button. The server status should now change to Started and be highlighted in green.

See also:
Backup
Restore
Server Manager

9.2 Backup

You can backup the Complete Time Tracking database as a preventative measure to reduce data loss or to perform maintenance of the server computer such as upgrading or re-installing the operating system or changing server computers. We recommend that you **regularly** backup your database.

Backup of the server databases can be performed using the Server Manager program. If you use the Offline Time Tracking feature then backup of the offline databases can be performed using Windows file copy or third party backup software. The location of the offline database files is displayed in the General Program Options.

Note: The Server Manager program is only installed on the server computer and should be run by the Windows administrator user.

We recommend that you keep the default .RBK filename extension as this will help when you need to locate a backup file to restore.

The database is saved into a file in a compressed format. This file can be used to restore the database at a later time.

See also:
Restore
Server Manager Backup

9.3 Restore

You can restore the Complete Time Tracking database from a previous backup in a data recovery situation or after server maintenance.

Restore of the server databases can be performed using the Server Manager program.

Note: The Server Manager program is only installed on the server computer and must be run by a Windows administrator user.

See also:
Backup
Server Manager Restore

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9.4 Server Manager

The Server Manager is a separate program accessible from the Complete Time Tracking program group from the Windows Start menu on the Server Computer. On Windows Vista and later computers the Server Manager can also be started by selecting Server Manager from the Tools menu in Complete Time Tracking.

The Server Manager provides the following functionality:

- Server Status and Control
- Backup and Restore
- Creating, Deleting and Renaming Databases
- Configuring the Network TCP Port
- Running Database Scripts created with the Database Script tool
- Creating and Deleting Database Users for direct database access

Note: The Server Manager program is installed on the Server computer only and can be run from the Windows Start menu to start a stopped server if you are not currently logged in to Complete Time Tracking Professional.

HOW-TO
Run Server Manager program
1. On the Server computer select Start, All Programs (or Programs), Complete Time Tracking Professional Server, Server Manager. Alternatively on Windows Vista and later computers you can select Server Manager from the Tools menu in Complete Time Tracking.
2. View the Server Status, perform a database backup or restore, Manage Databases or Configure the Server TCP Port.

See also:
Server Status
Backup
Restore
Manage Databases
Configure TCP Port

9.4.1 Server Status

The server status is shown in the Server tab of the Server Manager program and indicates the state of the central Complete Time Tracking Professional Server, the database server program installed on the Server computer which performs the role of managing the databases that store the user, category, time entry and other data. It must be running for users to log in, connect, and use Complete Time Tracking Professional.

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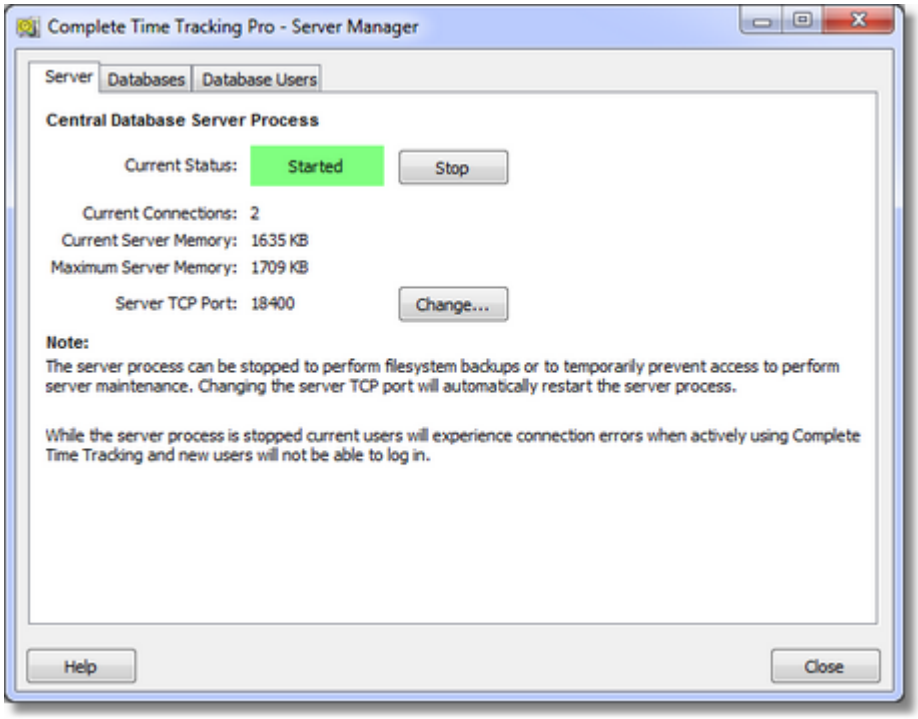
Complete Time Tracking Pro - Server Manager
Server
Databases
Database Users
Central Database Server Process
Current Status:
Started
Stop
Current Connections: 2
Current Server Memory: 1635 KB
Maximum Server Memory: 1709 KB
Server TCP Port: 18400
Change...
Note:
The server process can be stopped to perform filesystem backups or to temporarily prevent access to perform server maintenance. Changing the server TCP port will automatically restart the server process.
While the server process is stopped current users will experience connection errors when actively using Complete Time Tracking and new users will not be able to log in.
Help
Close

The Complete Time Tracking Professional Server can be stopped to perform file system backups or to temporarily prevent access to perform server maintenance.

The Server can be stopped and started in two ways:
1. From within Complete Time Tracking Professional when you are currently logged in, using the Server Status window.
2. Using the separate Server Manager program if you are not currently logged in to Complete Time Tracking or the server is stopped.

Warning: When the server is stopped, current users will experience connection errors when actively using Complete Time Tracking Professional and other users will not be able to log in. The active users will automatically be logged back in when the server is started and they begin to actively use Complete Time Tracking Professional. We therefore highly recommend that all users are logged off before you stop the server to avoid data loss. You can check the number of connected users from the Server Status window or the Server Manager program.

Server Status Details

Current Status
The current status of the server will be shown. If the server is currently running the status will appear as Started, highlighted in green. If the server is stopped the status will appear as Stopped, highlighted in red.

Current Connections
This value shows the current number of connections to the databases in this version of the product on the Server computer. When the Maintain Database Connections option is set the number of connections closely approximates the number of users currently logged in to Complete Time Tracking Professional. When the Maintain Database Connections option is not set connections are only established when required and there may be many users currently logged in even when the value of current connections is low. We recommend that all users are logged out of Complete Time Tracking Professional before the server is stopped.

Complete Time Tracking Professional supports up to 500 simultaneous connections, depending on the hardware resources available on the server computer.

Current Server Memory
The current amount of server memory used for Complete Time Tracking Professional.

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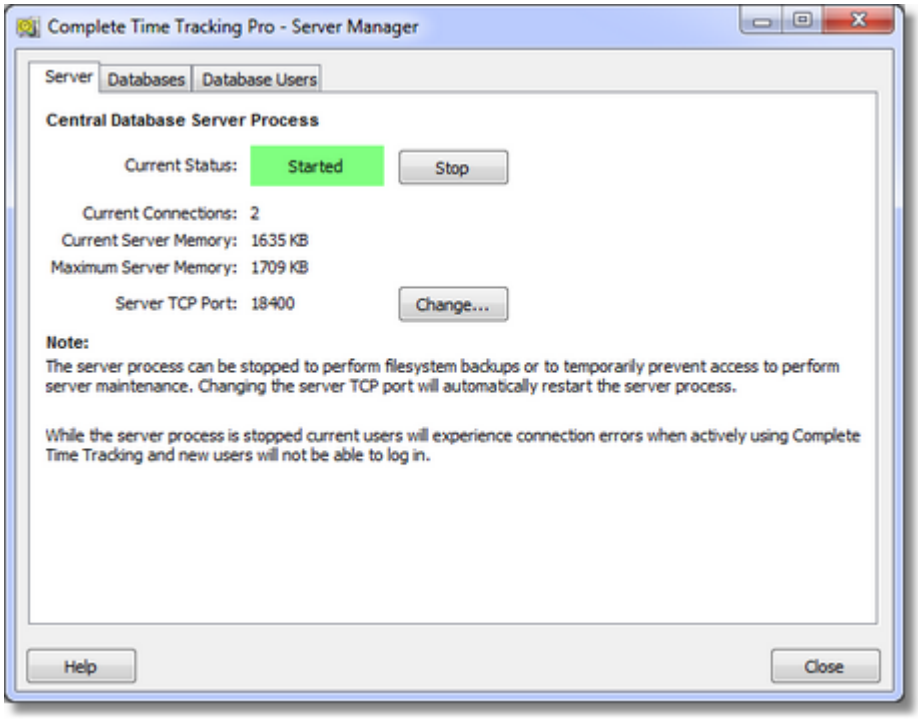
Maximum Server Memory
The peak amount of memory used at one time since the server was started.

HOW-TO
Stop the Server using the Server Manager program
1. Select Start, All Programs (or Programs), Complete Time Tracking Professional Server, Server Manager. Alternatively on Windows Vista and later computers select Server Manager from the Tools menu in Complete Time Tracking.
2. The Server Status window will appear and looks like this:


Complete Time Tracking Pro - Server Manager
Server
Databases
Database Users
Central Database Server Process
Current Status:
Started
Stop
Current Connections: 2
Current Server Memory: 1635 KB
Maximum Server Memory: 1709 KB
Server TCP Port: 18400
Change...
Note:
The server process can be stopped to perform filesystem backups or to temporarily prevent access to perform server maintenance. Changing the server TCP port will automatically restart the server process.
While the server process is stopped current users will experience connection errors when actively using Complete Time Tracking and new users will not be able to log in.
Help
Close

3. On the Server tab select the Stop button. The server status should now change to Stopped and be highlighted in red.

HOW-TO
Start the Server using the Server Manager program
1. Select Start, All Programs (or Programs), Complete Time Tracking Professional Server, Server Manager. Alternatively on Windows Vista and later computers select Server Manager from the Tools menu in Complete Time Tracking.
2. The Server Status window will appear and looks like this:

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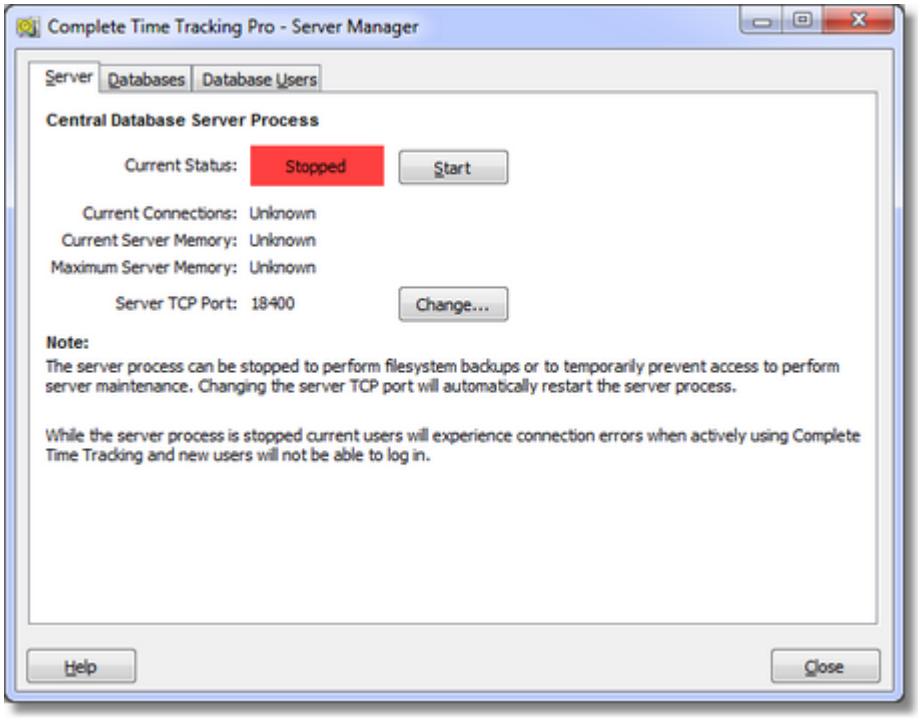
Complete Time Tracking Pro - Server Manager
Server
Databases
Database Users
Central Database Server Process
Current Status:
Stopped
Start
Current Connections: Unknown
Current Server Memory: Unknown
Maximum Server Memory: Unknown
Server TCP Port: 18400
Change...
Note:
The server process can be stopped to perform filesystem backups or to temporarily prevent access to perform server maintenance. Changing the server TCP port will automatically restart the server process.
While the server process is stopped current users will experience connection errors when actively using Complete Time Tracking and new users will not be able to log in.
Help
Close

3. On the Server tab select the Start button. The server status should now change to Started and be highlighted in green.

See also:
Backup
Restore
Server Manager

9.4.2 Manage Databases

Complete Time Tracking Professional supports multiple databases. A single database, named *default*, is automatically created when the Complete Time Tracking Professional server software is installed on the Server computer. A *single* database supports multiple users, a single list of categories shared by all users, and time entries recorded by users and assigned to categories. *Multiple* databases allow you to separate the users, categories and time entries for different staff groups. For example, two large departments within an organization may choose to use two separate databases so that each maintains their own independent users and categories and reporting on their own time entries.

Note: While multiple databases may sound appealing they also have a few drawbacks. For example, backup and management of multiple databases can be more complex and users will need to specify the database name in the server field when the log in. Consider the disadvantages when deciding whether or not multiple databases is the most appropriate solution.

Database Files and Identifiers
Each database has a unique identifier. This allows Complete Time Tracking Professional to match a restored database to an existing database, if present, even if the database has been renamed, and to match an offline database to the database on the server computer.

Each database is stored in a separate folder, named using the unique identifier for the database. There are two files for each database, a file with the extension "tdb" which stores all of the data such as users, categories and time entries, and a configuration file named config.xml which stores configuration data used to identify the database.

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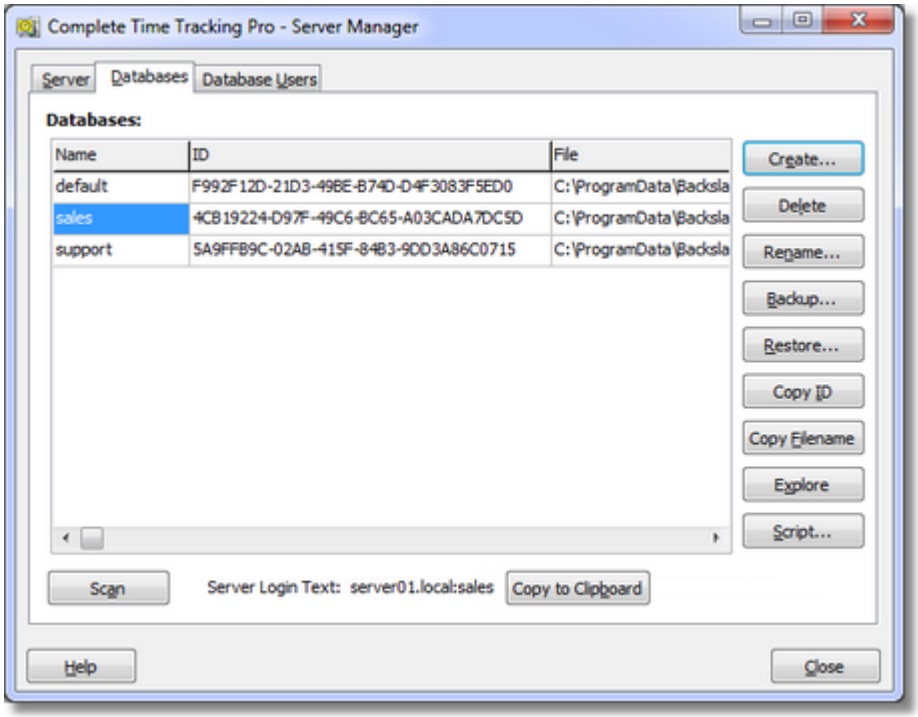
Note: If you are performing a backup or restore of the database manually or using third party backup software you must back up or restore the folder and the two files listed above that are contained within it.

Multiple Databases
Databases are managed using the Databases tab in the Server Manager program. This is shown as follows:



The name, unique identifier and database filename for each database are listed in the *Databases* table. The Server Login Text shows the details that users must enter into the Server field when logging in, including the TCP port and database name if required. Select the Copy to Clipboard button to copy the server login text to the Windows clipboard. The host name is used in the Server Login Text as known to the server computer however a more appropriate name or IP address might be required to access the server from other computers. You can use the Server Details tool to list the server host name and IP addresses.

Create
A new database can be created by selecting the Create button. You must provide a unique name for the database. If you are creating the first database it will be assigned the default name of "default". Other than the "default" database, users will need to specify the database name when logging in. The login server value is displayed when creating the database.

Each database is assigned a unique identifier. This is generated automatically but can be changed if desired. When a new database is created the database data and configuration files and the folder containing them are created automatically. You can open the databases folder by selecting the Explore function.

Delete
An existing database can be deleted by selecting the Delete button. You will be prompted to confirm the deletion. When a database is deleted all data such as users, categories and time entries contained within it and the data and configuration files are deleted permanently. The database folder is also deleted if there are no other files contained within it. The only way to restore a deleted database is using a previous backup.

Rename
The name of a database can be changed by selecting the Rename button. **Note**: Users will need

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to specify the new name when logging in.

Backup and Restore
See the backup and restore sections which detail the steps to backup and restore a database.

Copy ID
Copies the unique identifier for the selected database to the Windows clipboard.

Copy Filename
Copies the filename of the selected database to the Windows clipboard.

Explore
Opens the folder where the database files are located in Windows Explorer. This allows you to quickly locate the database to make a file-system backup (manual folder and file copy, or using external backup software) .

Script
Allows running of a database script against the selected database. See Running Database Scripts.

Scan
This button scans the database folders present on the server computer and determines which databases are present. It can be used if the database list needs to be updated due to changes made outside of the Server Manager program, such as removing a database manually or restoring a database that does not already exist in the database list.

See also:
Server Status
Backup using the server manager
Restore using the server manager
Specifying the server name when logging in

9.4.2.1 Backup

You can back up the Complete Time Tracking database as a preventative measure to reduce data loss or to perform maintenance of the server computer such as upgrading or re-installing the operating system or changing server computers. We recommend that you **regularly** backup your databases.

Backup can be performed in several ways:
1. From within Complete Time Tracking Professional on the server computer when you are logged in as a user with the appropriate security access. **Note:** On Windows Vista and later computers backup must be performed using the Server Manager program due to the elevated privileges required. The Server Manager can be started from the Tools menu.
2. Using the Server Manager program on the server computer if you are not currently logged in to Complete Time Tracking or the server is stopped.
3. Manually, using file copy or an automated script.
4. Using third party backup software.

Warning: To ensure backup file consistency the server program will be briefly stopped to perform the backup. When the server program is stopped, current users will experience connection errors when actively using Complete Time Tracking Professional and other users will not be able to log in. The active users will automatically reconnect when the server is started and they begin to actively use Complete Time Tracking Professional. We therefore recommend that all users are logged off before the backup to avoid users changes being lost in the event of an extended backup. You can check the number of active connections (which approximates the number of connected users) from the Server Status window or the Server Manager program.

HOW-TO

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Backup the Database using the Server Manager program

1. Select Start, All Programs (or Programs), Complete Time Tracking Professional Server, Server Manager. Alternatively on Windows Vista and later computers select Server Manager from the Tools menu in Complete Time Tracking.
2. Click the Backup button.
3. Browse to the location where you want to save the backup file.
4. Enter a filename and click the Save button.

The database is saved into a single file in a compressed format. This file can be used to restore the database at a later time. We recommend that you keep the default .RBK filename extension as this will help when you need to locate the backup file to restore.

HOW-TO

Backup the Database Manually

You can back up the database manually using a file copy from Windows Explorer or a script which automates this process. A script can be added as a Windows scheduled task to back up the database periodically.

1. Stop the database server program.
2. Copy the appropriate *folder(s) and contents*. This will ensure that when you restore the database the correctly named folder and configuration file are also restored.
3. Start the database server program.

Important: As stated previously the Complete Time Tracking Professional database server program must be stopped to back up the database. You must back up the folder(s) and their contents.

Script: If you would like a copy of a simple batch script that can be used to automate the backup process, suitable for running manually or as a scheduled task, then please contact product support . This script stops the database server program, copies the folders, and starts the database server program. We recommend that the script be run at a time of day when users are unlikely to be using Complete Time Tracking Professional, such as in the early hours of the morning.

HOW-TO

Backup the Database Using Third Party Backup Software

A third party backup product may be used to back up the databases. The important point is that the Complete Time Tracking Professional database server program must be stopped to back up the database. The backup product will need the ability to run a script to stop the database server program before performing the backup and run a script to start the database server program after the backup, or alternatively this can be done using carefully scheduled scripts using the Scheduled Task features in Windows.

Note: You must back up the folder(s) and their contents.

If you would like a copy of scripts that can be used to automate the start and stop of the database server program then please contact product support.

See also:

Server Status
Restore
Server Manager

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9.4.2.2 Restore

You can restore the Complete Time Tracking database from a previous backup in a data recovery situation or after server maintenance. Previous backup files are typically created with a .RBK filename extension.

Warning: Database user roles are stored within the database, therefore if you restore a database from a backup the roles for the users will be restored and set to those current at the time of the backup. After a restore you should review the roles in the database assigned to each database user to ensure that they are still appropriate.

Restore can be performed in several ways:
1. From within Complete Time Tracking Professional when you are currently logged in. **Note:** On Windows Vista and later computers restore must be performed using the Server Manager program due to the elevated privileges required.
2. Using the Server Manager program if you are not currently logged in to Complete Time Tracking or the server is stopped.
3. Manually, using file copy.
4. Using third party backup software.

Warning: The server will be briefly stopped to perform the restore. When the server is stopped, current users will experience connection errors when actively using Complete Time Tracking Professional and other users will not be able to log in. The active users will automatically be logged back in when the server is started and they begin to actively use Complete Time Tracking Professional. We therefore highly recommend that all users are logged off before the restore to avoid data loss. You can check the number of connected users from the Server Manager program.

HOW-TO
Restore a Previous Backup Using the Server Manager Program
1. Select Start, All Programs (or Programs), Complete Time Tracking Professional Server, Server Manager. Alternatively on Windows Vista and later computers select Server Manager from the Tools menu in Complete Time Tracking.
2. Click the Restore button.
3. Browse to the location of the previously saved backup file.
4. Select the backup file and click the Open button.

HOW-TO
Restore a Database Manually
You can restore a database manually using file copy from Windows Explorer.
1. Stop the database server program.
2. Copy the appropriate *folder(s) and contents* from the backup to the Complete Time Tracking Professional databases folder.
3. Start the database server program.

Important: As stated previously the Complete Time Tracking Professional database server program must be stopped to back up the database. You must restore the folder(s) and their contents.

HOW-TO
Restore a Database Using Third Party Backup Software
A third party backup product may be used to restore a database from a previous backup that it made. The important point is that the Complete Time Tracking Professional database server program must be stopped to restore the database. It is best to stop and start the database server program manually using the Server Manager before and after using the backup software to restore the database.

Note: You must restore the database folder and its contents.

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See also:
Server Status
Backup
Server Manager

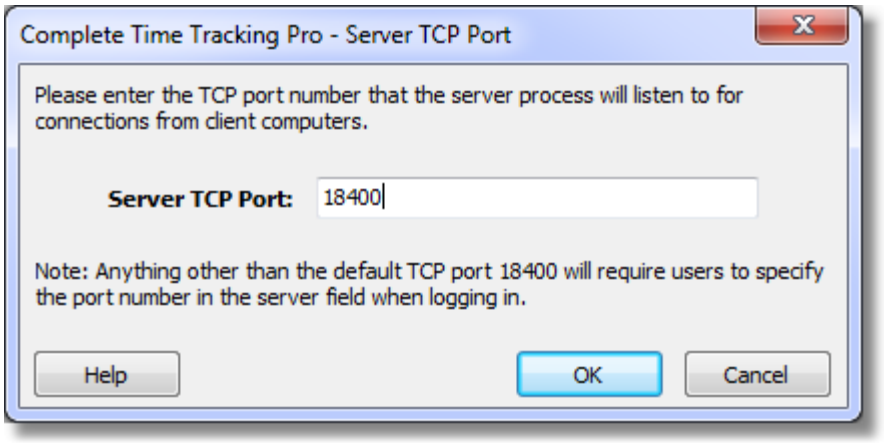
9.4.3 Configure TCP Port

The TCP Port is the network port on the server computer that the Complete Time Tracking Professional database server application uses to provide connections to the central database from client computers.

The TCP Port can be changed to suit your network or firewall configuration. If possible you should use the default TCP Port 18400 as this will avoid the need for users to specify the TCP Port in the server field of the login window.

Note: The Complete Time Tracking Professional database server application will be automatically restarted if you change the TCP Port. You should ask all users to log off before changing the TCP Port to prevent interruption to their connections to the server computer.

HOW-TO
Configure the TCP Port
1. Run the Server Manager program (from the Windows Start menu).
2. On the Server tab select the Change button next to the Server TCP Port displayed.
3. In the Server TCP Port window enter the required TCP Port and click OK.


Complete Time Tracking Pro - Server TCP Port
Please enter the TCP port number that the server process will listen to for connections from client computers.
Server TCP Port:
18400
Note: Anything other than the default TCP port 18400 will require users to specify the port number in the server field when logging in.
Help
OK
Cancel

4. The Complete Time Tracking Professional database server application is restarted automatically to listen for incoming connections on the new TCP Port. Inform users of the new format of the server field required when logging in.

See also:
Clients and Servers
Firewall Configuration
Remote Access
Logging In

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9.4.4 Running Database Scripts

The Server Manager tool can run scripts against the selected Complete Time Tracking database without the need to install and configure database connection drivers such as ODBC, JDBC or ADO.NET. A script is a sequence of commands that perform various actions, such as retrieving or updating data. Scripts support several commands such as SQL statements, output statements, conditional execution, and the use of variables that can be saved between runs allowing the following run to resume where the last run finished.

Scripts can be used to extract custom data that is otherwise not possible through the pre-defined reports in the Complete Time Tracking user interface. This data can be used in other reporting tools or applications such as Microsoft Excel.

Scripts can also be used to add, modify or delete users, categories, time entries and other data programmatically, or to perform maintenance tasks, such as under the direction of Complete Time Tracking support staff.

HOW-TO
Run a Database Script
1. Select the appropriate database to run the script against from the databases list.
2. Click the Script button.
3. Browse to and open the database script file.
4. If the script file is encrypted enter the password for the script.

Note: The Complete Time Tracking Professional Server will be stopped while the script is run to ensure exclusive access to the database. Users will be unable to log in or use Complete Time Tracking while the script is running. The server will be automatically started when the script is complete.

See also:
Server Manager
Direct Database Access

9.4.5 Database Users

The Server Manager tool allows you to manage database users. Database users provide direct access to the Complete Time Tracking Professional database for reporting or integration with other systems. Database users are distinct from Complete Time Tracking users.

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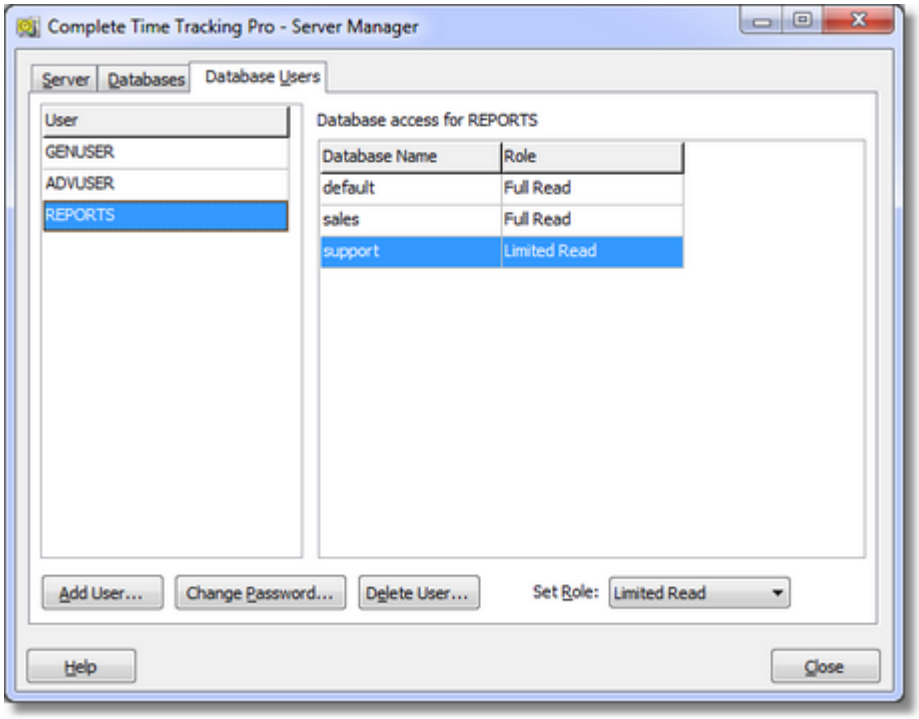

It is important to note that database users are stored on the Server computer independently from the databases. If you have more than one database on the Server then you need to configure the appropriate role for the users in each database. For example, you may grant a particular user full read access to one database and no access to a second database.

See also:
Add Database User
Delete Database User
Set Database User Role
Change Password

9.4.5.1 Add Database User

A database user can be added using the Server Manager tool on the Server computer.

HOW-TO
Add a Database User
1. Start the Server Manager and select the Database Users tab.
2. Review the list of existing users and click the Add User button.
3. Enter a user name (login name) and password.
4. Select the OK button when finished. The user will appear in the database user list.

Important: Each user must have a unique user name. The user name is not case sensitive. Choose a secure password that cannot be easily guessed. Note that only the first eight characters of the password are significant and that the password is case sensitive.

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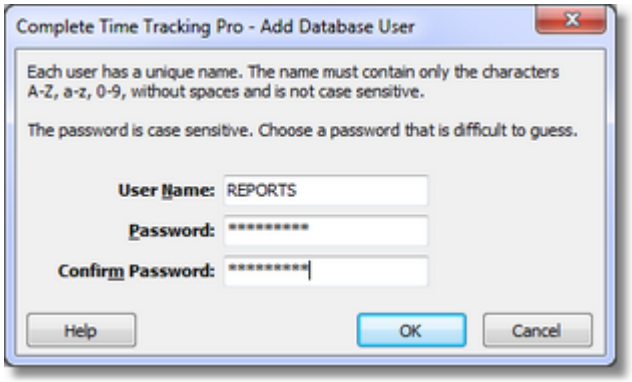
Complete Time Tracking Pro - Add Database User
Each user has a unique name. The name must contain only the characters A-Z, a-z, 0-9, without spaces and is not case sensitive.
The password is case sensitive. Choose a password that is difficult to guess.
User Name:
REPORTS
Password:
Confirm Password:
Help
OK
Cancel

The level of access granted to the user can be configured differently for each database. Once the user has been added set a role for the user for each database.

See also:
Database Users
Delete Database User
Set Database User Role
Change Password

9.4.5.2 Delete Database User

Database users previously added can be deleted using the Server Manager tool on the Server computer to remove access to all databases. Alternatively you can set the role for the user in each database to None to remove access to the data without deleting the user.

HOW-TO
Delete a Database User
1. Start the Server Manager and select the Database Users tab.
2. Review the list of existing users and select the user to delete.
3. Click the Delete User button.
4. Confirm the delete when prompted.

See also:
Database Users
Add Database User
Set Database User Role
Change Password

9.4.5.3 Set Database User Role

Four roles (types or levels of access) are provided for database users:

- Full read/write. The user can read or modify all data in the database.
- Full read. The user can read, but not modify, all data in the database.
- Limited read. The user can read a limited set of data in the database, mostly though database views.
- None (default). The user cannot read or modify data in the database.

Note that the role for each user needs to be set for each database. When a user is added or a new database is created the default role is None (no access). The role can be changed at any time.

Note: The roles are stored within the database, therefore if you backup a database the roles for the users are also backed up. If you later restore the database the roles for the users will be restored and set to those current at the time of the backup. After a restore you should review the

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roles in the database assigned to each user to ensure that they are still appropriate.

HOW-TO
Set the Roles for a Database User
1. Start the Server Manager and select the Database Users tab.
2. Review the list of existing users and select the user to set the roles of.
3. Select the database to set the role for from the databases list.
4. Click the Set Role list and select the appropriate role. The change takes effect immediately.

See also:
Database Users
Add Database User
Delete Database User
Change Password

9.4.5.4 Change Password

The password for database users can be changed using the Server Manager.

HOW-TO
Change the Password of a Database User
1. Start the Server Manager and select the Database Users tab.
2. Review the list of existing users and select the user to change the password for.
3. Click the Change Password button.
4. Enter the new password.
5. Select the OK button when finished.

Important: Choose a secure password that cannot be easily guessed. Note that only the first eight characters of the password are significant and that the password is case sensitive.

See also:
Database Users
Add Database User
Delete Database User
Set Database User Role

9.5 Direct Database Access

The Complete Time Tracking Professional database can be accessed directly, external to the Complete Time Tracking Professional client application to facilitate the use of third party reporting products, exporting of custom data, interfacing with external systems, and bulk data entry. Several methods of access can be used, as described in the following table.

Access Method	Description
ODBC	A commonly used Windows-specific data access system supported by Microsoft Office and most third party reporting and database tools.
JDBC	A data access system commonly used in Java applications.
ADO.NET	A data access system commonly used in .NET applications.
Database Script Tool	An external tool specifically designed for Complete Time Tracking Professional that can be used to run SQL-like scripts. It is command line or configuration file driven and can be run as a scheduled task. It includes a configuration editor, XML, CSV and TAB-delimited data export, conditional expressions, and persistent variables that allow a script to continue from a previous run. This tool is available for download from the Complete Time Tracking web site.

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Database scripts can also be run directly from the Server Manager. See Running Database Scripts.

All access methods require direct database login using database user accounts, separate to the user accounts maintained within the Complete Time Tracking Professional application. Database user accounts can be set with limited read, full read, or read-write access.

Note: An understanding of the data structure, data contents and methods of retrieval are required to effectively use direct database access. There are also *strict data modification rules* that must be adhered to. This information is provided in the Database Script tool documentation.

See also:
Database Users
Running Database Scripts

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Part

10 Purchasing and Support

10.1 Purchasing

Purchasing has the following benefits:

- Use Complete Time Tracking Professional beyond the 30-day evaluation period.
- Free technical support.
- Free upgrades to all minor versions.

You must purchase one license for each user (each actual person) that will use Complete Time Tracking Professional. There is no cost for the server software - you may install the software on one or more servers and clients. The users that the licenses were purchased for may use the product.

HOW-TO
Purchase Complete Time Tracking Professional
1. Select **Purchase Online** from the **Help** menu in Complete Time Tracking.
2. The purchase web page will open in your web browser. You must be connected to the Internet to place your order online.
3. Follow the purchasing instructions to complete your order. The quantity entered is the number of users that you wish to licence (the program enforces the user licence limit).

Unconditional 30-Day Money Back Guarantee

In addition to the 30-day trial period there is also a 30-day unconditional money-back guarantee from the date that you purchase Complete Time Tracking Professional. If for any reason you would like a refund simply contact us.

License Pricing

For the current pricing of Complete Time Tracking Professional please visit the web site. Volume license discounts are available.

See also:
Entering License Key

10.2 Entering License Key

When Complete Time Tracking Professional is purchased you will be sent an email containing your unique license key. This license key must be entered into Complete Time Tracking Professional to remove the 30-day trial restriction. A licence must be purchased for each user (each person that uses the software). If a multi-user licence is purchased then the license key will be valid for the number of users licensed. Licence tracking is enforced by Complete Time Tracking Professional.

HOW-TO
Manually Enter The License Key
Once you have received your license key perform the following steps:
1. Start Complete Time Tracking Professional.
2. If you are presented with the evaluation window click on the Enter Key button.
3. If you are not presented with the evaluation window or Complete Time Tracking is already running select Enter License Key from the Help menu.
4. Enter your license details exactly as provided. We recommend copying and pasting the name and key from your license email instead of manually typing it to avoid any errors.
5. Click the OK button. You will need to restart Complete Time Tracking for the license to take effect.

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Automatic License Key Entry
The license key can be automatically entered by providing a separate settings file with the installation program. During the installation the settings file is copied to the program installation folder which is used when the program is run for the first time to automatically enter the license key. If you have a large number of users and would like to use this automated license key entry please contact product support for further information.

See also:
Purchasing

10.3 Contact Us

We welcome contact from all users of our products. Please select the appropriate contact from the following list:

- Product and Technical Support
- Feedback, Bug Reports and Suggestions
- General Enquiries

10.3.1 Support

As many problems are fixed in each version of the product please ensure that you are running the latest version of Complete Time Tracking Professional. The version that you are using is displayed in the about window by selecting *Help, About* from the Complete Time Tracking menu.

Check For Updates
To check if you are using the latest version of Complete Time Tracking Professional select Check For Updates from the Help menu. If you are using a HTTP proxy server then the proxy server details must be configured for the update check to work. You can download the latest version form then downloads web page to see if it fixes the problem.

Contacting Support
If the latest program version does not fix the problem or you believe that the problem is independent of the program version then please contact us with details about the problem that you have encountered.

Support requests will be dealt with high priority. In all correspondence please include your full name and email address and phone number if possible.

Email
- **Preferred:** Select Email Support from the Help menu in Complete Time Tracking Professional. This will open a new email in your default email application with the To, Subject and a template Body pre-filled. This will automatically include details about the edition and version of Complete Time Tracking and the version of Windows that you are using in the body of the email.
- **Or:** Send an email directly to support@complete-time-tracking.com

Note: Please add support@complete-time-tracking.com to the allowed list of any SPAM filter that you use to ensure that you can receive replies from us.

Voicemail and Fax
+1-800-699-0353
Please mention your name, country and state, phone number and email address in the message. As we are located on the east coast of Australia and our customers are located throughout the world it is sometimes difficult to call at a suitable time and therefore email is the preferred method of contact. We evaluate this on a case by case basis.

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Postal Mail
Backslash Pty Ltd
PO BOX 50
Bentleigh East 3165
AUSTRALIA

See also:
General Enquiries
Feedback and Suggestions

10.3.2 Feedback, Bug Reports and Suggestions

Bug Reports and Program Errors

Error Report Window
If while using Complete Time Tracking an Error Report window is displayed please select the **Send Report** button to send the error report in an email to our technical support team. Please include a description of the problem and how it occurred and select to include a screenshot if possible.

This automated error report contains detailed technical information that will greatly assist us to locate the cause of the problem.

Sending Bug Reports
To send a general bug report to use please use the Feedback Form or alternatively send an email to support@complete-time-tracking.com containing the following:

- The **symptoms** (including a screen shot if possible - that always helps).
- What function you were performing at the time that the error occurred.
- The **program version number** and **database version number** displayed on the About window (select *Help, About* from the menu).
- Which **version of Windows** that you are using and if you have the latest Windows updates installed.

Feedback and Suggestions
We greatly appreciate feedback and suggestions. These drive future product features and enhancements and help us to improve our service to you.

Please select Send Feedback from the Help menu in Complete Time Tracking to send us general feedback and bug reports. The feedback form will appear as follows:

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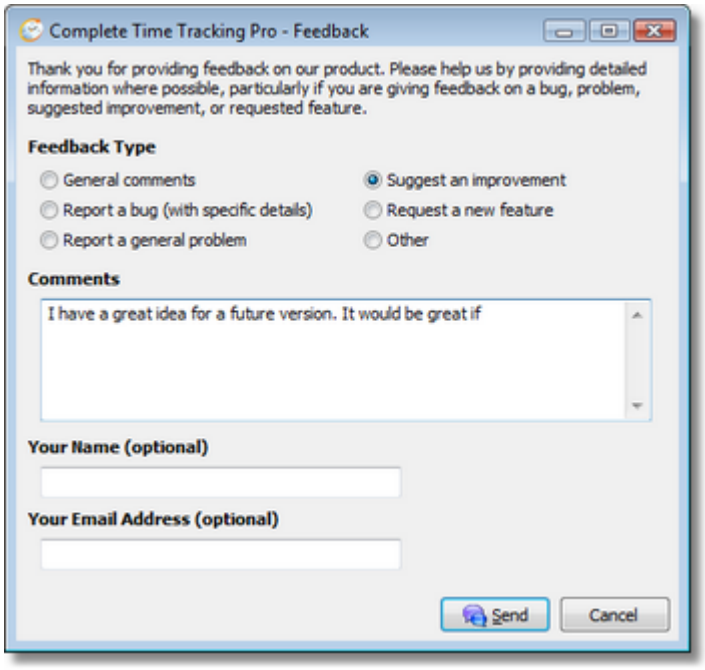
Complete Time Tracking Pro - Feedback
Thank you for providing feedback on our product. Please help us by providing detailed information where possible, particularly if you are giving feedback on a bug, problem, suggested improvement, or requested feature.
Feedback Type
General comments
Report a bug (with specific details)
Report a general problem
Suggest an improvement
Request a new feature
Other
Comments
I have a great idea for a future version. It would be great if
Your Name (optional)
Your Email Address (optional)
Send
Cancel

Select the appropriate feedback type and enter your comments. You may optionally provide your name and email address. Select the Send button to submit your feedback to us. Your feedback will be submitted to us via an automated form on our web site. You will need to allow access via firewall software if prompted.

Privacy Note
In addition to the fields that you enter the feedback form automatically sends to us your Windows version and the version of Complete Time Tracking Professional that you are using to assist us with your enquiry.

If you provide your contact details we may contact you if we need more information or have comments on your feedback, such as a solution or work-around to your problem or other questions or possibilities relating to your suggestion or new feature request. Your contact details will only be used by us and only in relation to your feedback unless you specifically request otherwise.

Thank you in advance for your feedback. It is greatly appreciated.

See also:
Support
General Enquiries

10.3.3 General Enquiries

We welcome general enquiries about our products. Please see technical or product support or feedback, bug reports and suggestions if these are more appropriate options for your enquiry.

You may contact us for general enquiries using any of the methods below.

Email
- **Preferred:** Select Email Support from the Help menu in Complete Time Tracking Professional. This will open a new email in your default email application with the To, Subject and a template Body pre-filled. This will automatically include details about the edition and version of Complete Time Tracking and the version of Windows that you are using in the body of the email.
- **Or:** Send an email directly to support@complete-time-tracking.com

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Your email will be forwarded to the appropriate team for a response.

Note: Please add support@complete-time-tracking.com to the allowed list of any SPAM filter that you use to ensure that you can receive replies from us.

Voicemail and Fax
+1-800-699-0353
Please mention your name, country and state, phone number and email address in the message. As we are located on the east coast of Australia and our customers are located throughout the world it is sometimes difficult to call at a suitable time and therefore email is the preferred method of contact. We evaluate this on a case by case basis.

Postal Mail
Backslash Pty Ltd
PO BOX 50
Bentleigh East 3165
AUSTRALIA

See also:
Support
Feedback and Suggestions

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